

VENUE BOOKING SYSTEM TRAINING GUIDE

End User Guide

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1 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.

2 PART 1: GET STARTED IN 5 MINUTES ⚡

2.1 Quick Start: Book Your First Room From VBS

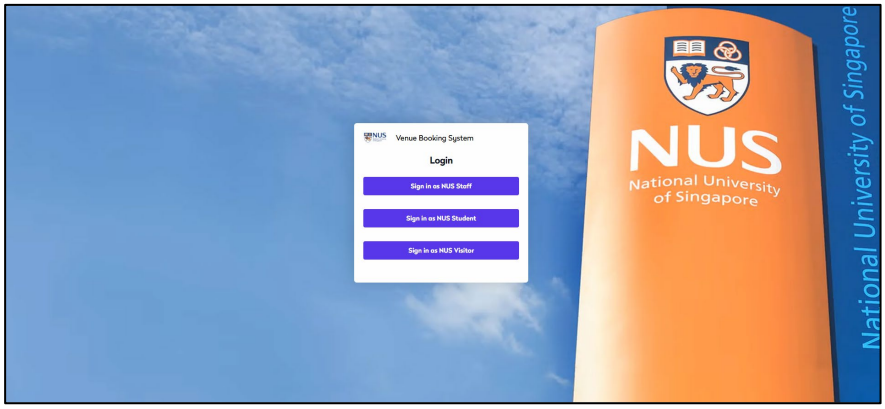
2.1.1 Access VBS

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

https://nus.iwmsapp.com/archibus

Step 2: Click on the appropriate sign in button.

- **End Users** typically use Sign in as NUS Student/ NUS Staff
- Your account must have access privileges already assigned.

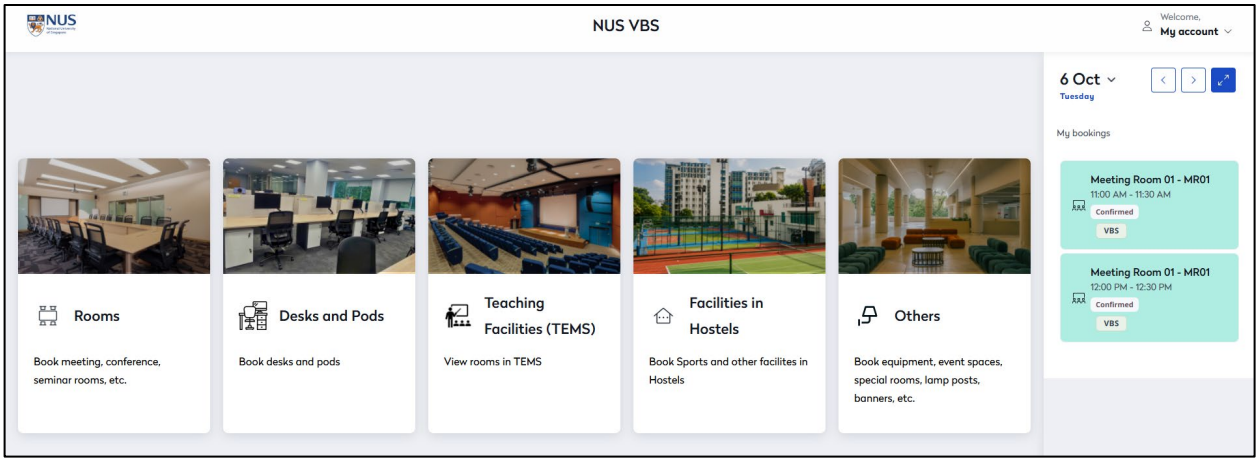


Step 3: Enter your NUS credentials.

- Username: Your NUS username
- Password: Your NUS password

Step 4: Complete Multi-Factor Authentication (MFA) if prompted.

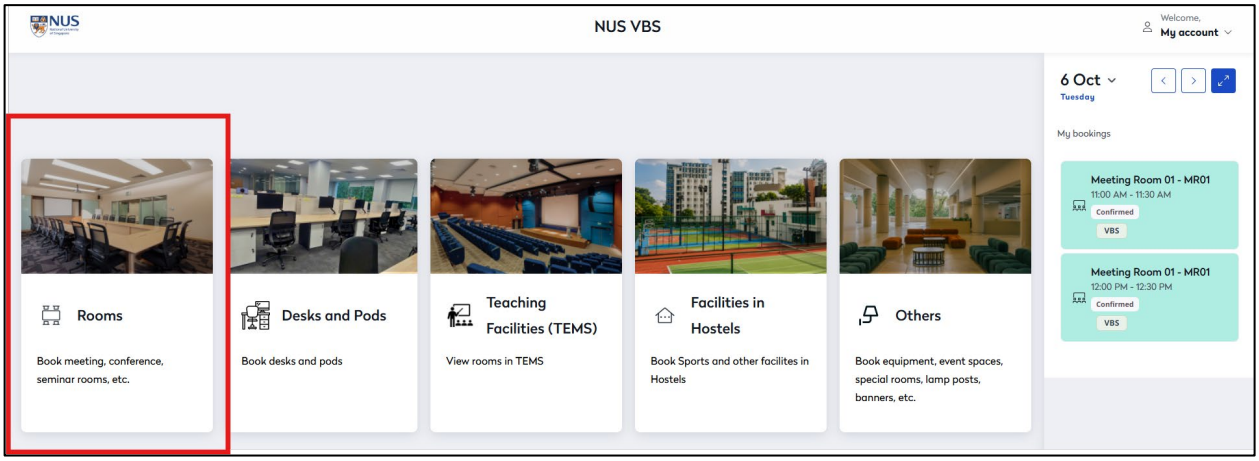
Step 5: Your dashboard will load. The tiles that you see will vary based on the access you have been granted to book room throughout the University.



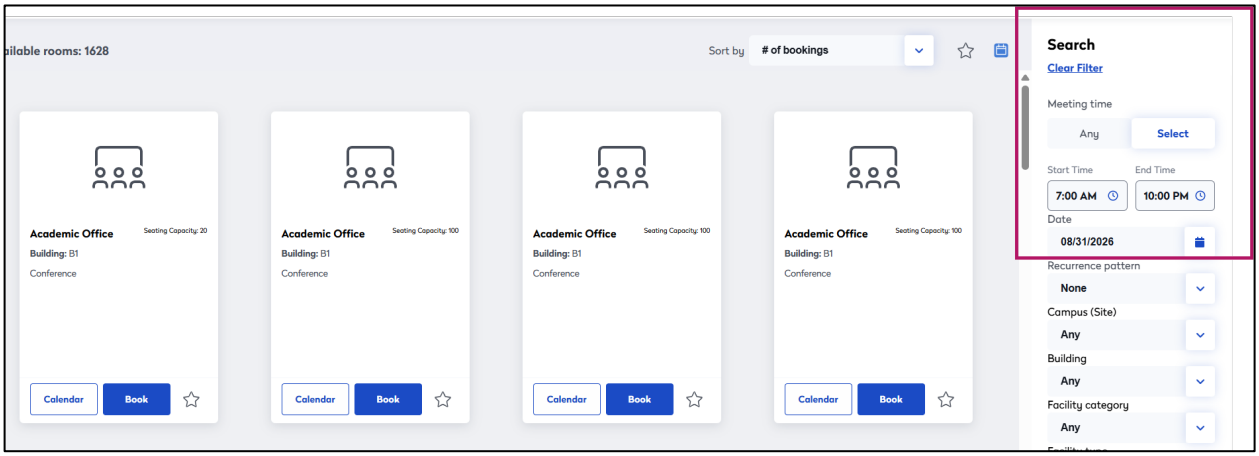
2.1.2 Search for a room

Step 1: Start Your Search

Click Rooms tile from your dashboard.



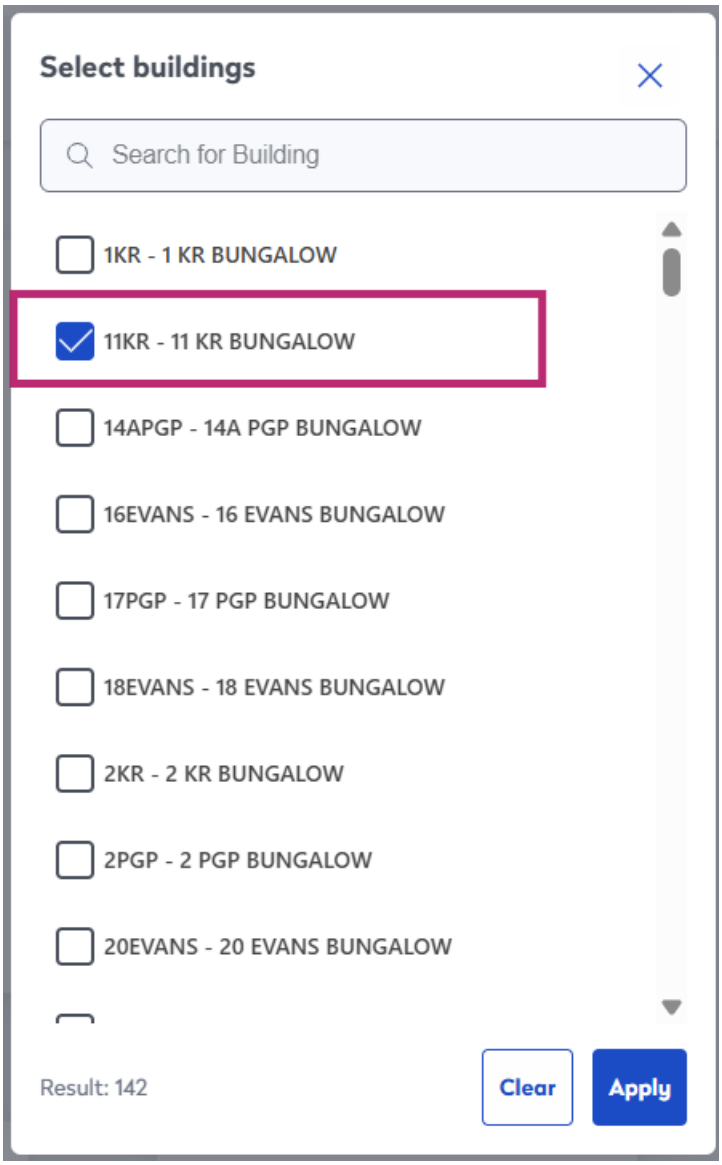
Step 2: Use the Search on right hand side to enter search criteria.



Step 3: Select Meeting time (or leave as Any)

Step 4: Click Date field and select your date (Example: 15/09/2026)

Step 5: Choose Building



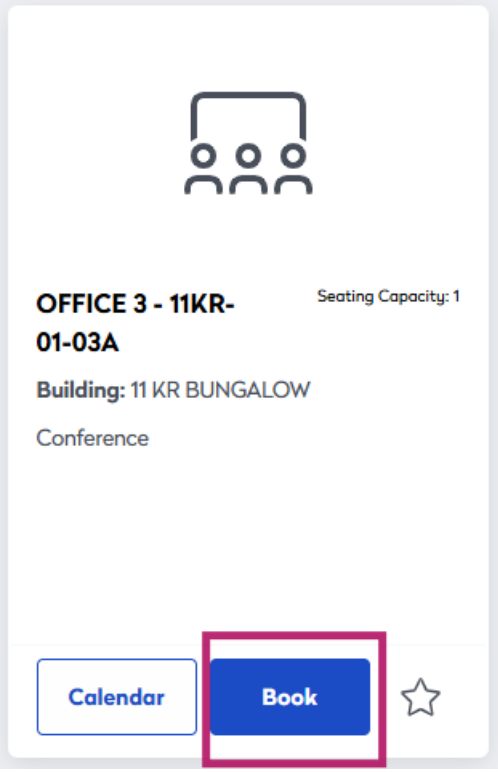
Step 6: Place a check next to the building you wish to book in.

Step 7: Click on the Apply button.

The list of available rooms will appear on the dashboard, based on your simple search.

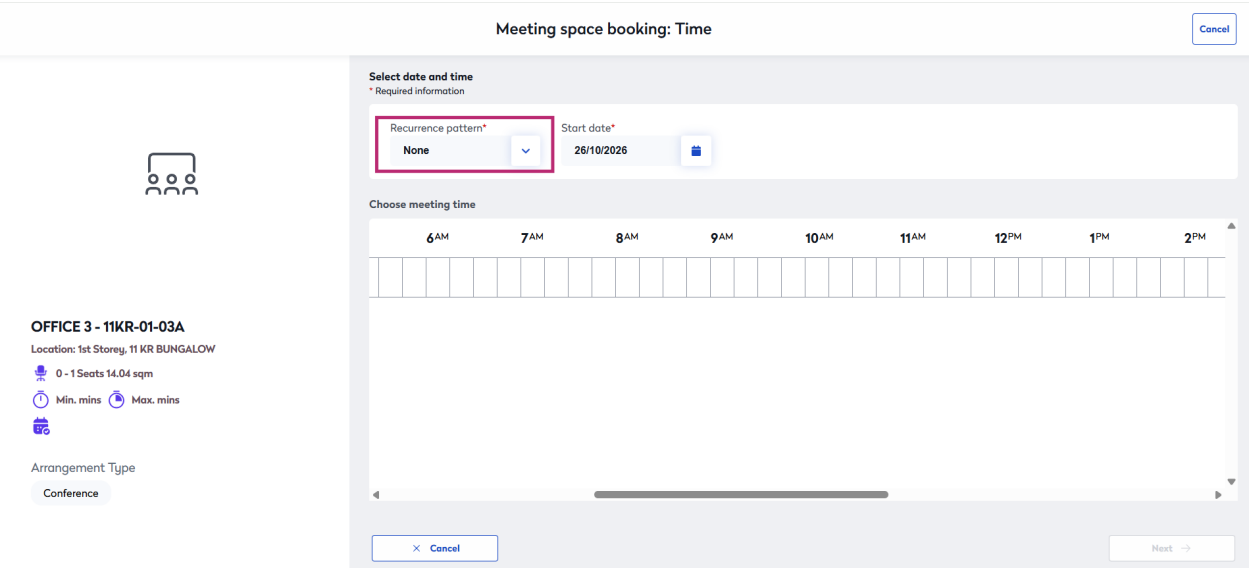
2.1.3 Pick a room

Step 1: Click Book on your chosen room.



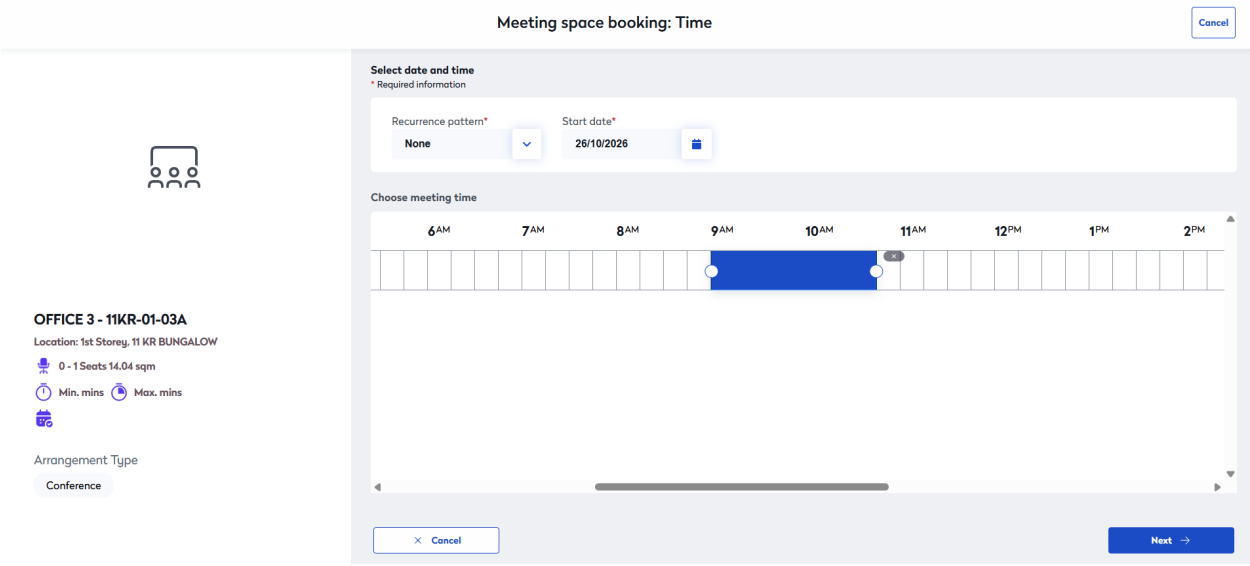
The booking details page will appear.

Step 2: Select None for Recurrence pattern.



Step 3: Confirm your Start date.

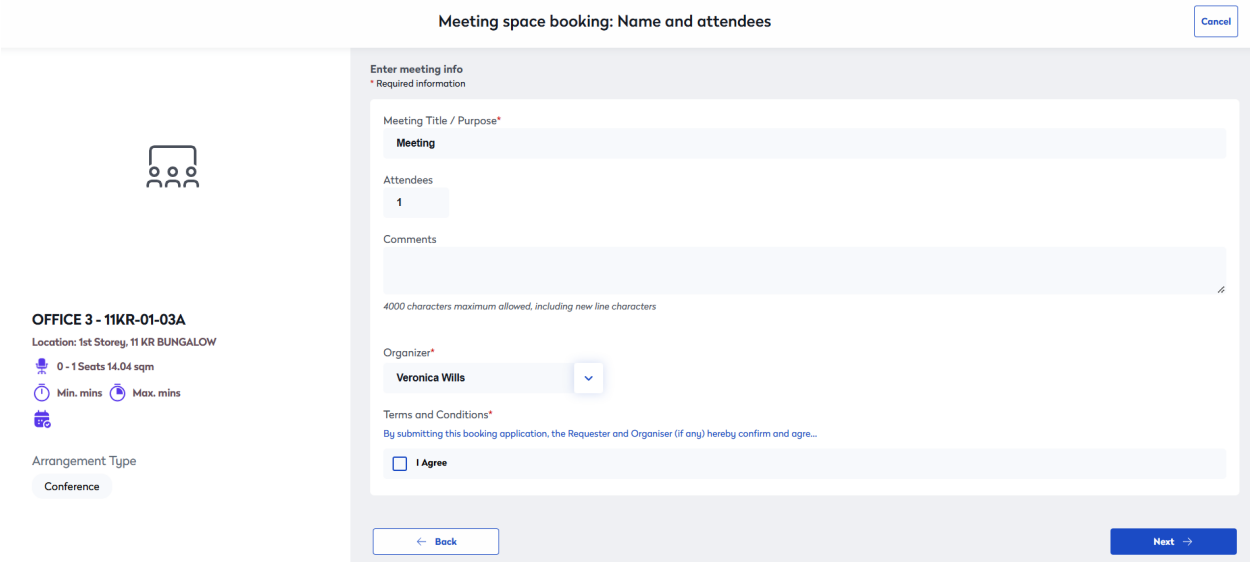
Step 4: Click and drag on the time grid to select your time slot. (Grey = booked, White = available)



Step 5: Click Next button.

2.1.4 Complete booking details

Step 1: Enter Meeting Title / Purpose* (Required)

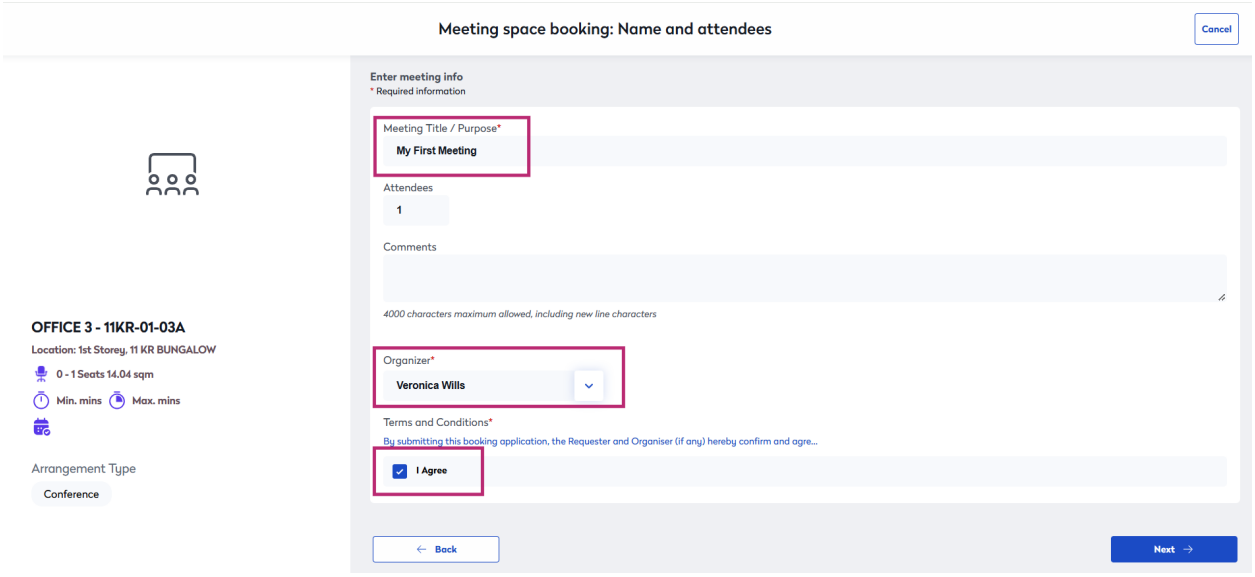


Step 2: Enter number of Attendees.

Step 3: Add Comments (Optional)

Step 4: Confirm Organizer (this will default to yourself)

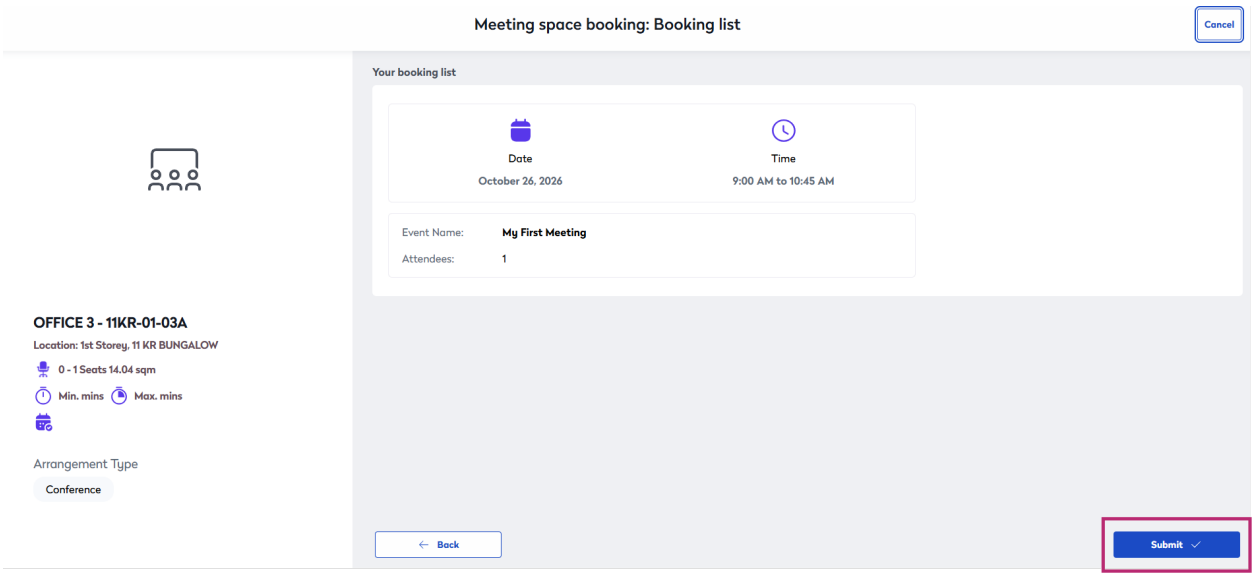
Step 5: Click on I Agree for the Terms and Conditions



Step 6: Click Next button.

2.1.5 Submit your booking

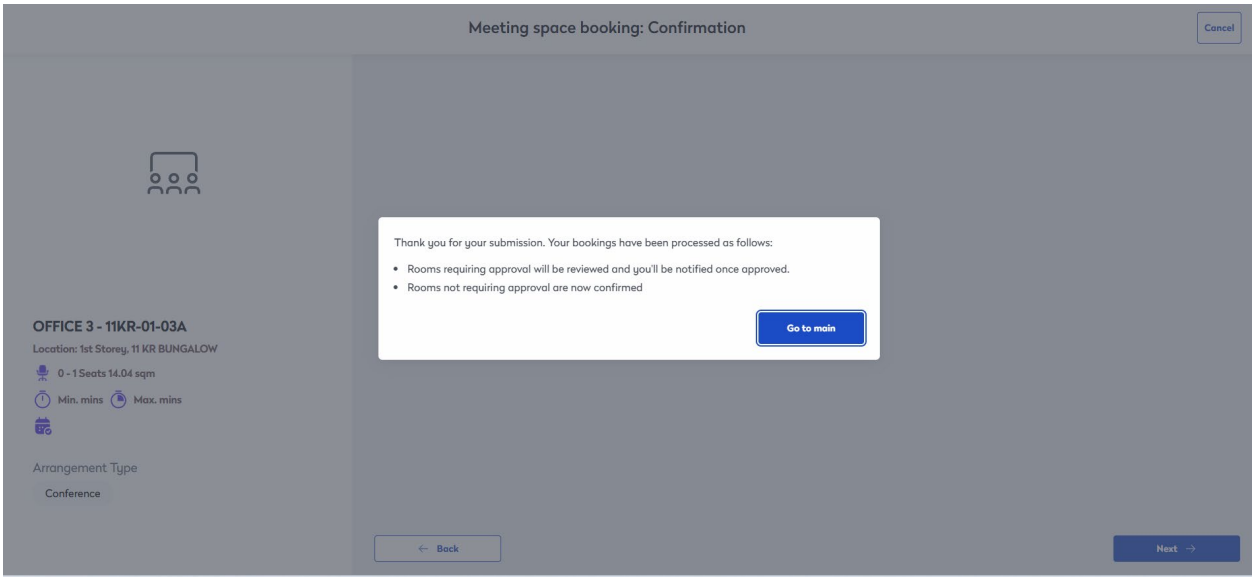
Step 1: Review all your booking information on the summary screen and click on Submit button.



Step 2: Click Next button and your booking will be saved.

2.1.6 Done! ✓

Your booking is now complete.



Step 1: Click Go to Main. It will return you to the main dashboard.

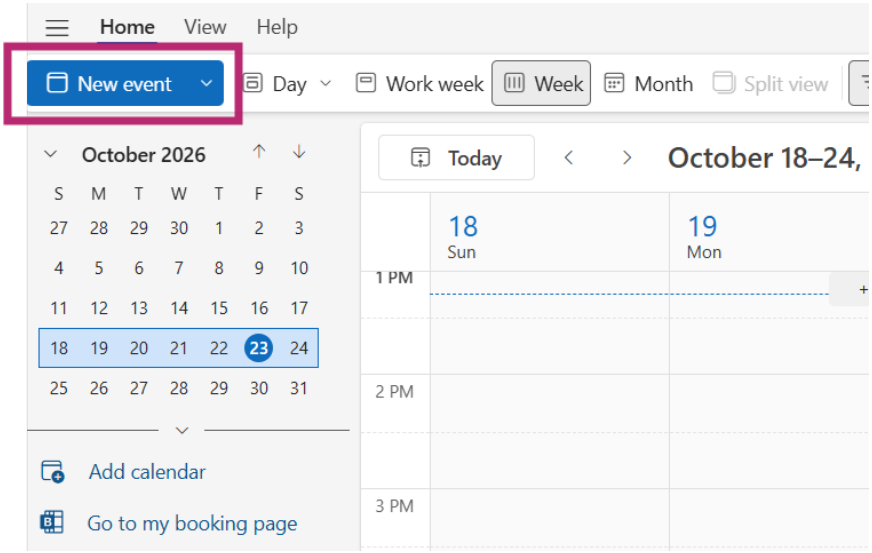
2.2 Quick Start: Book Your First Room From Outlook

Some rooms are Outlook rooms and it is a better experience when booked through Outlook.

NOTE: not all rooms can be booked through Outlook.

2.2.1 Open Outlook and New Event button

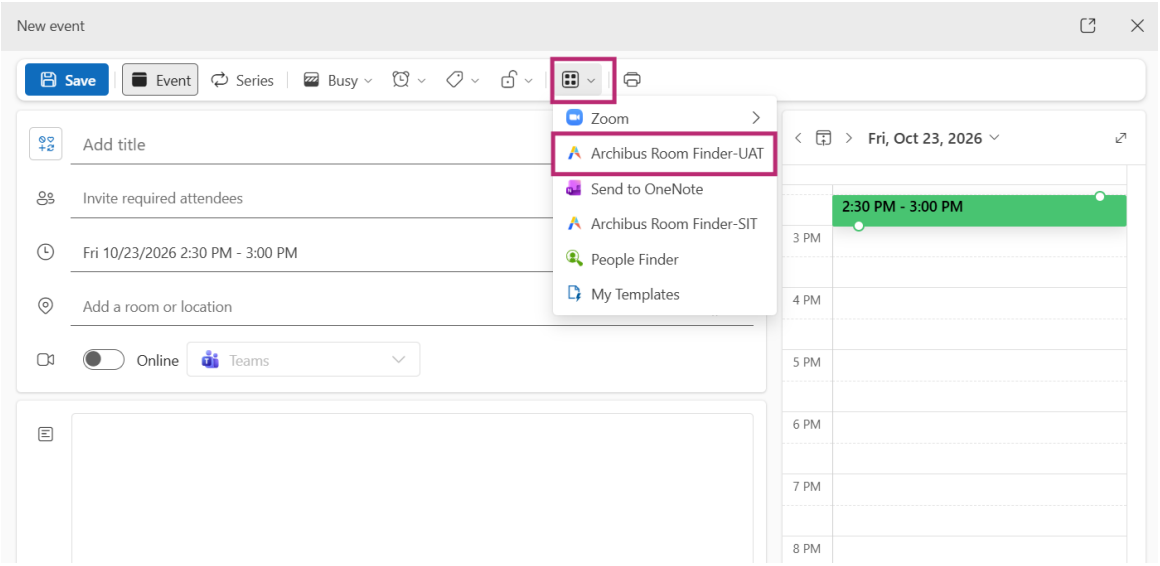
Step 1: Log into Outlook and click on the New Event button.



Step 2: The New event popup will appear and allow you to create a meeting invite.

2.2.2 Search for a room

Step 1: Once the popup opens you will see the following.

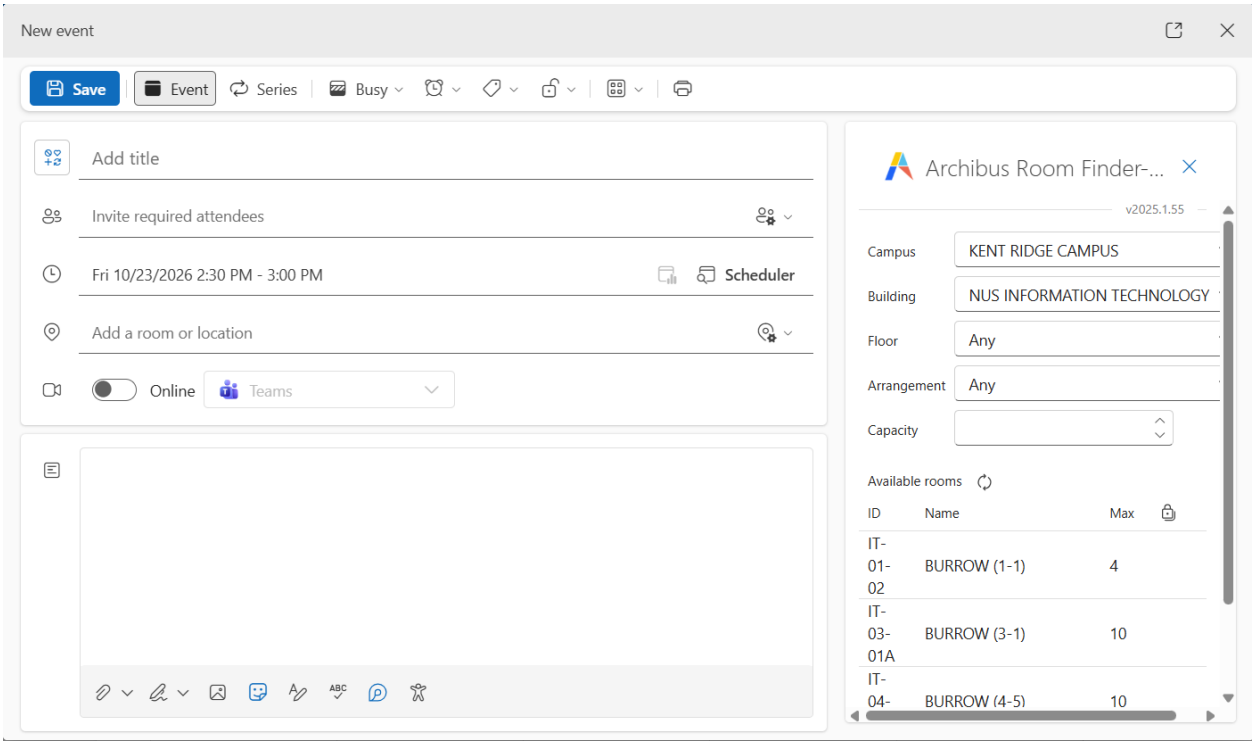


Step 2: Across the top click the Apps button to show the Apps available.

Step 3: When you open the Apps you will see a new app –Room Finder.

Step 4: Select the Room Finder App.

Step 5: This will now change your screen.



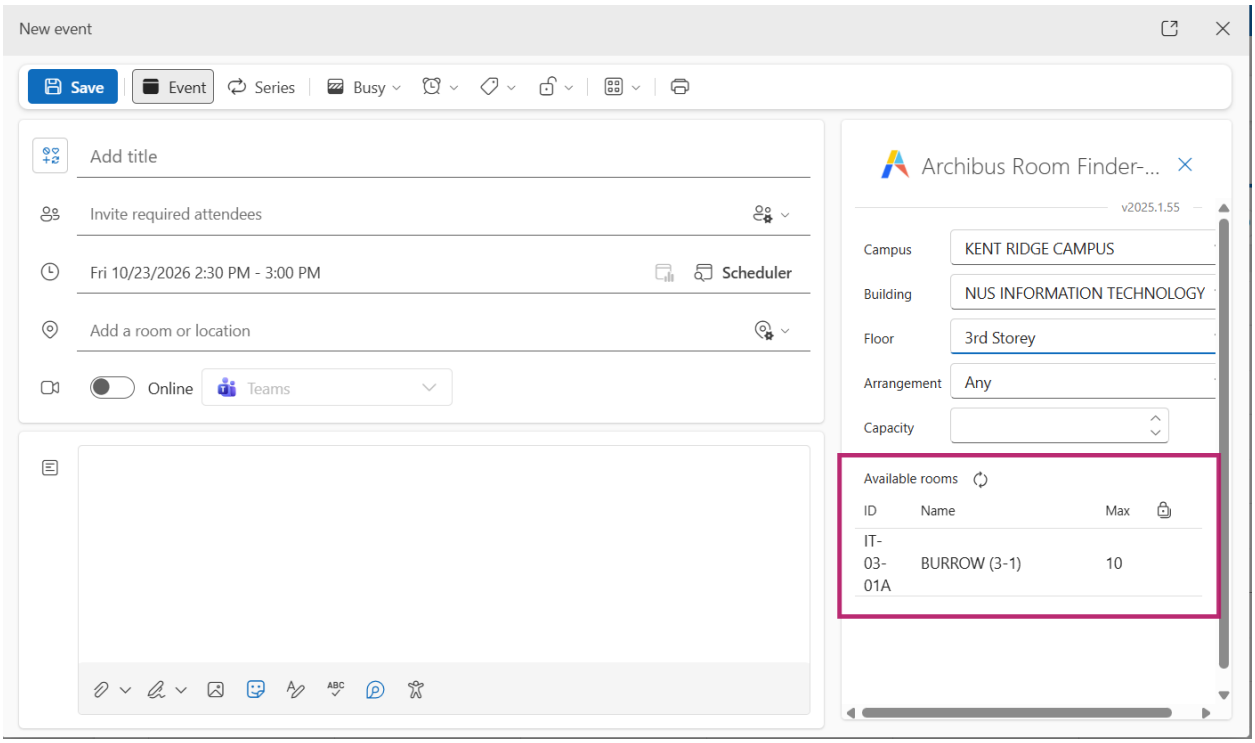
Step 6: On the right-hand side, you have the Room Finder.

Step 7: It will default to your Campus and Building.

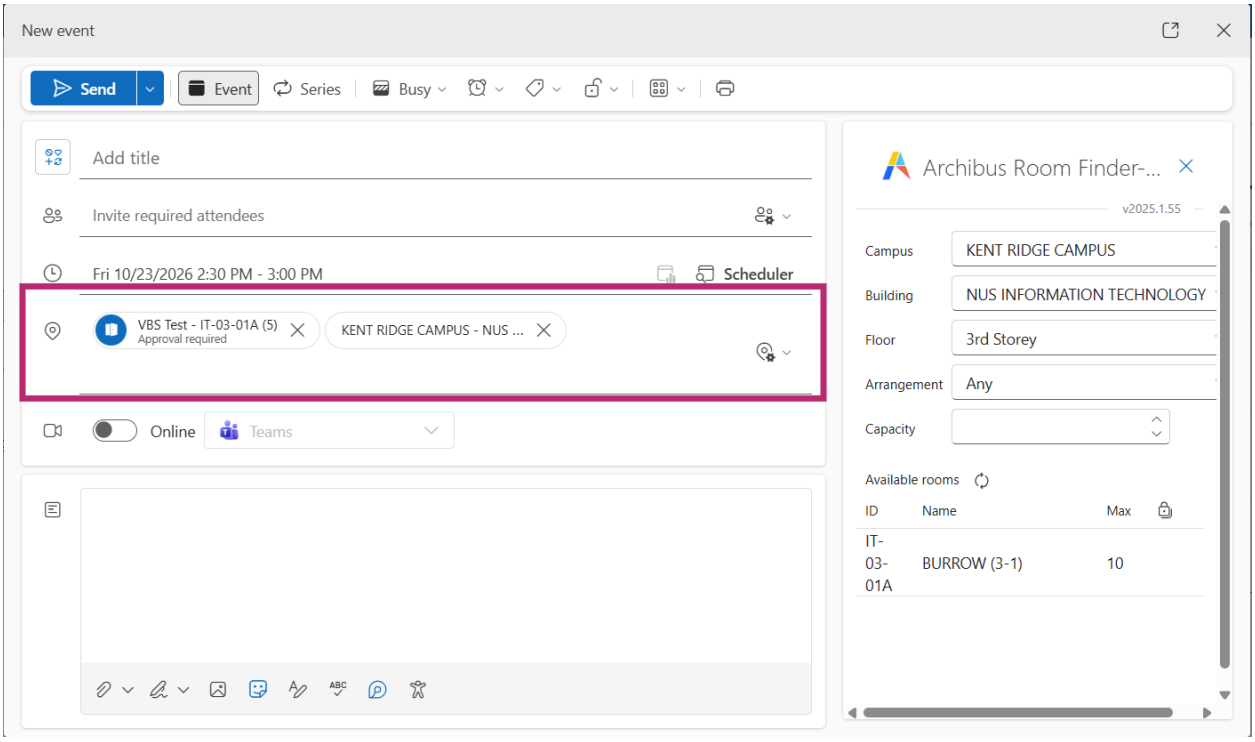
Step 8: You will see that you have the option to select a Floor, Arrangement and Capacity filter.

Step 9: Use these to restrict the list of rooms available to select to book.

Step 10: In the bottom right-hand corner, you can select the room you wish to book.

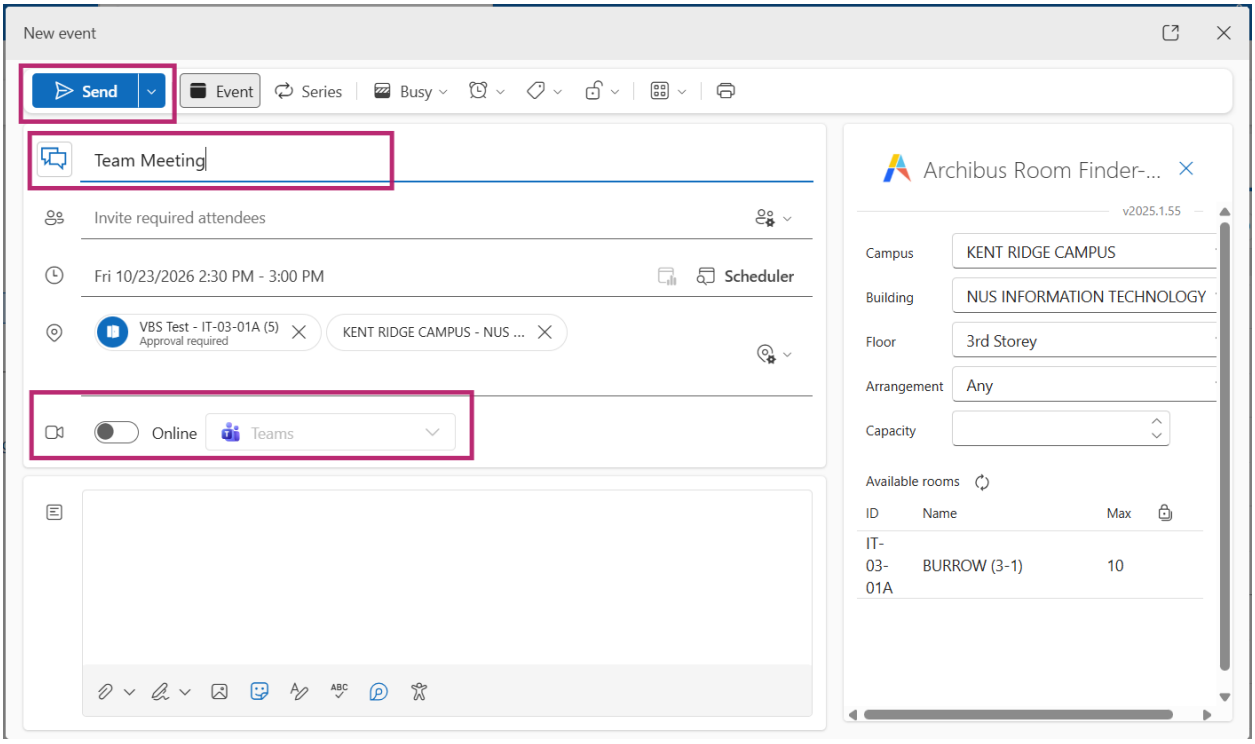


Step 11: It will then add the room to the booking.



2.2.3 Complete Outlook items, date and time and attendees

Step 1: Complete the Outlook items such as title, invite your attendee, link to a team's meetings.

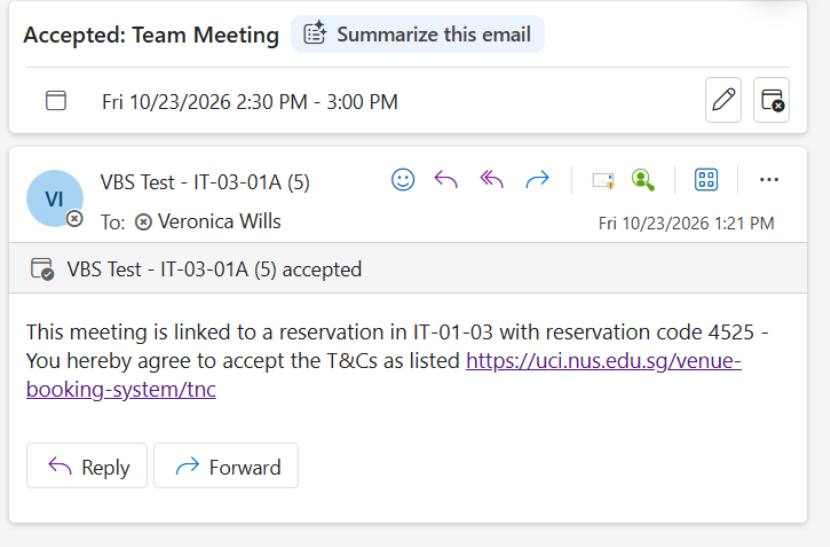


Step 2: Send your booking.

2.2.4 Submit your booking

Step 1: Your meeting invite will be sent.

Step 2: You will receive an email confirming the room booking.



Step 3: Your booking will be added to VBS.

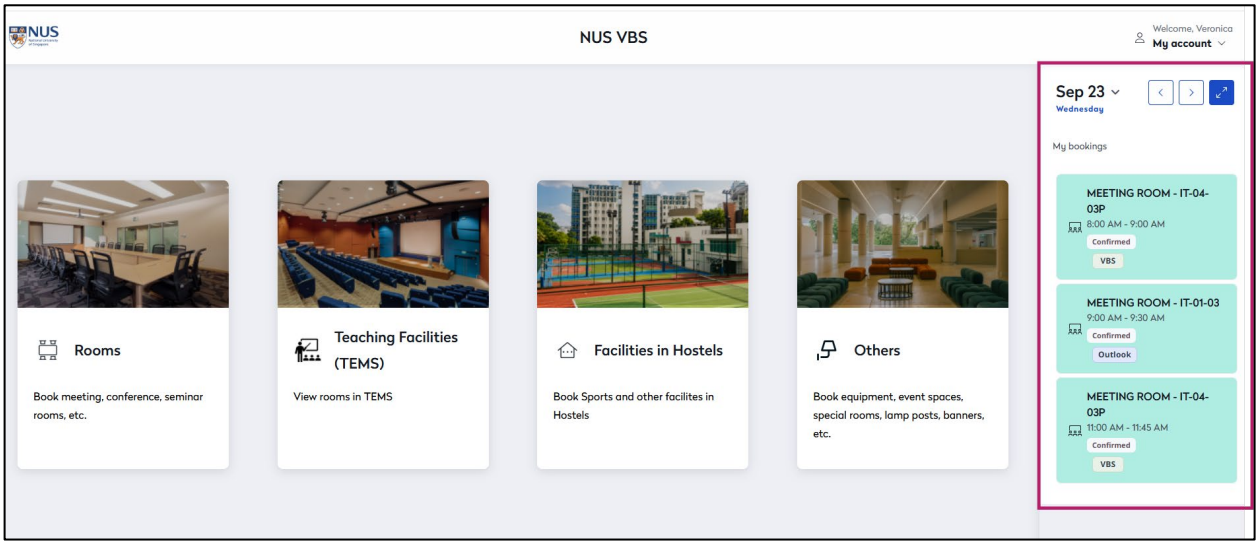
Done! ✓

2.3 Check Your Booking

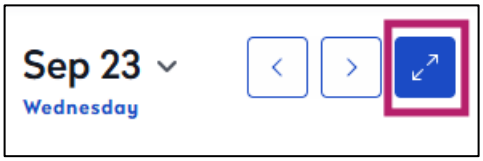
2.3.1 Where to find My Bookings

Your bookings are stored in both Outlook and VBS.

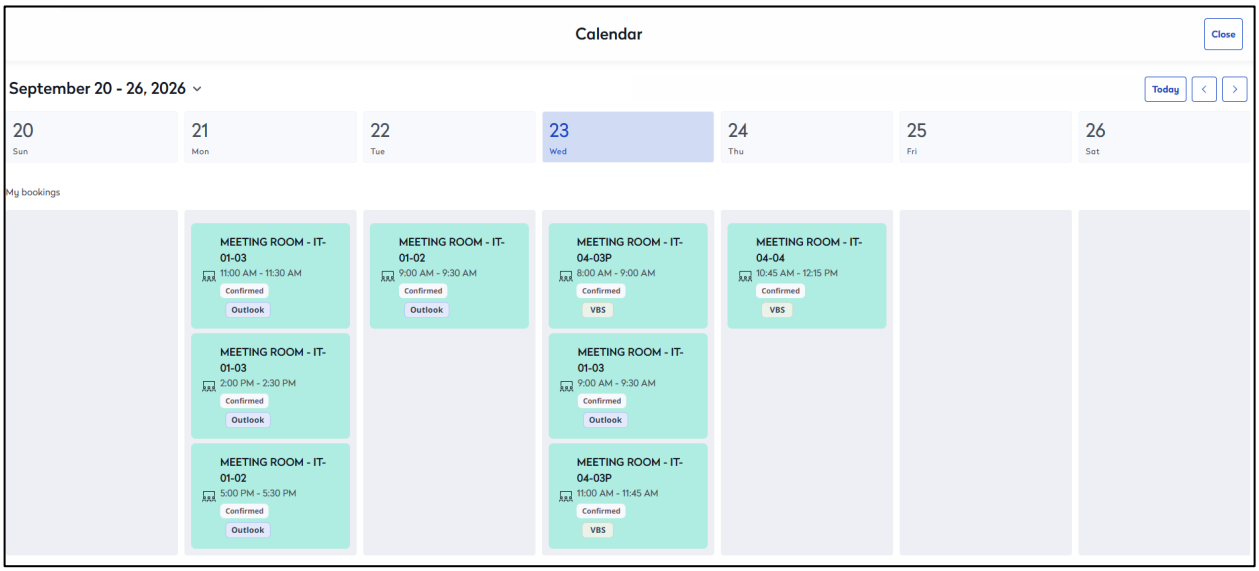
Step 1: Open VBS and your bookings for TODAY will appear on the right-hand side.



Step 2: Click on the Expand button to see all bookings.



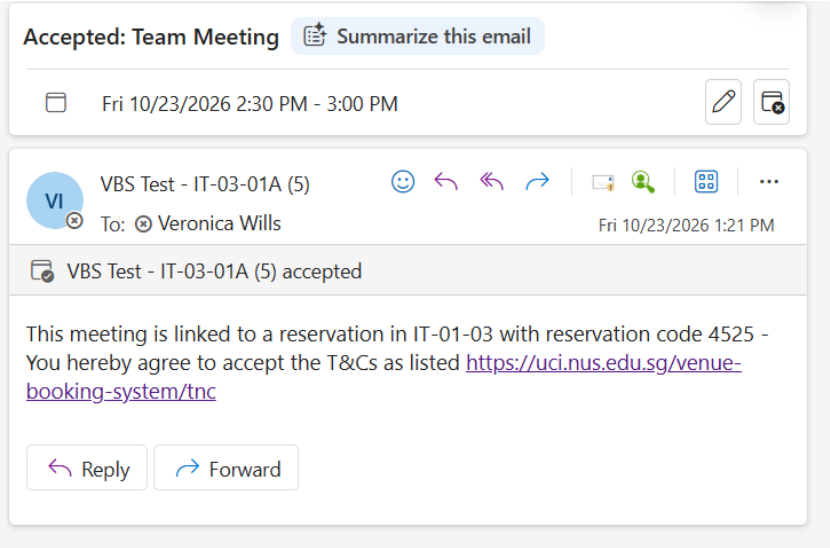
Step 3: All the bookings for this week will appear.



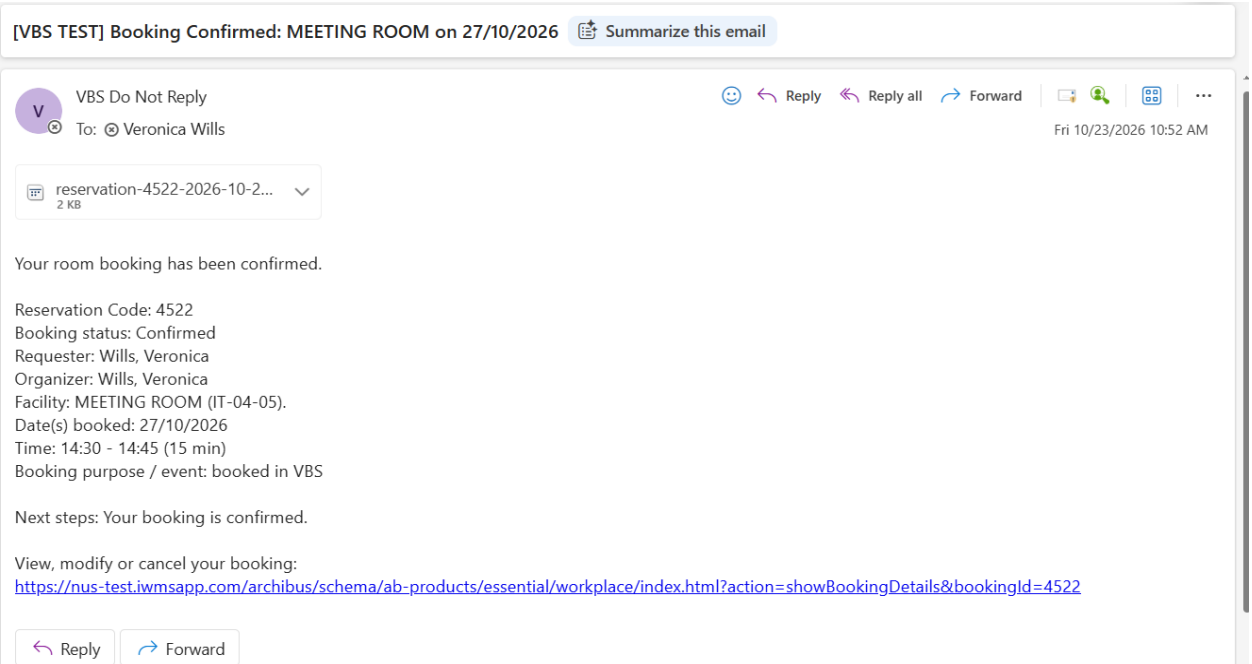
Step 4: Use the forward and back arrows to move through the dates to see future bookings.

2.3.2 What the confirmation email looks like

When you create a meeting in Outlook or VBS you will receive an email confirmation. The confirmation email from an Outlook booking will look like this.

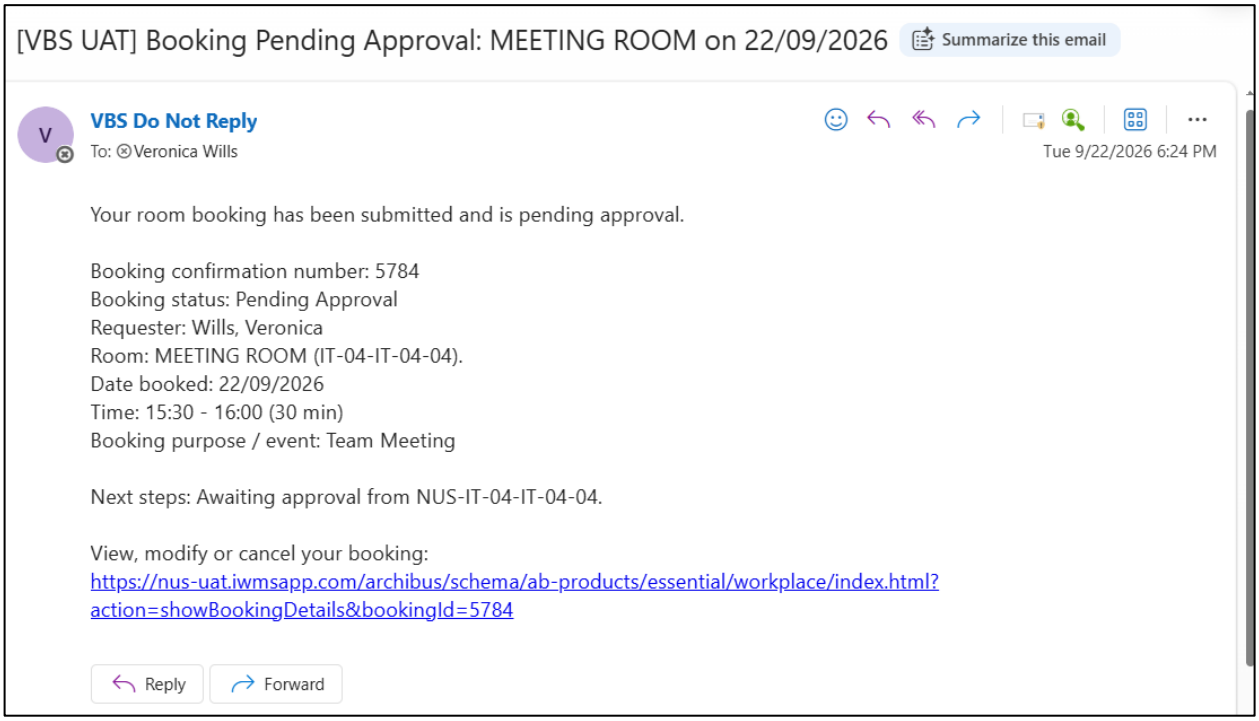


The confirmation email from a VBS booking will look like this.



If you have booked a room that requires approval you will get a second email.

It will look like this.



3 PART 2: EVERYDAY TASKS

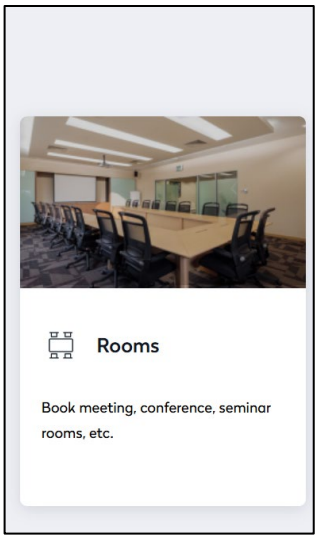
3.1 Finding the Right Room

3.1.1 Browse vs. Search with filters

Browse Method:

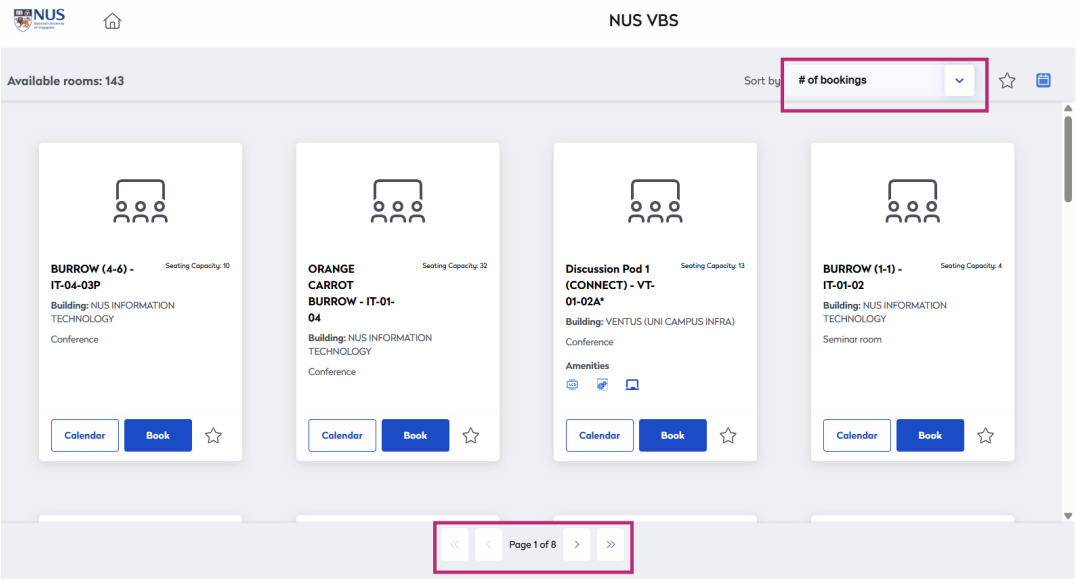
Use this when you want to see all available options without specific requirements.

Step 1: Go to the VBS rooms page.

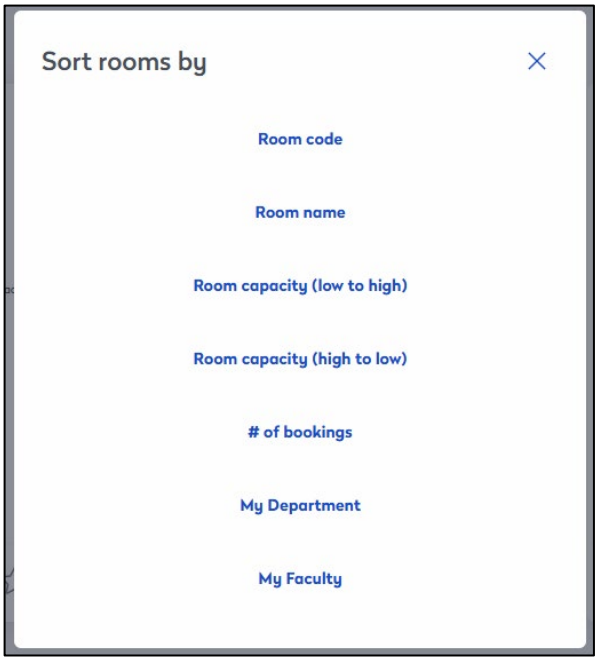


Step 2: Scroll through the list of available rooms.

Step 3: Navigate through pages using pagination.



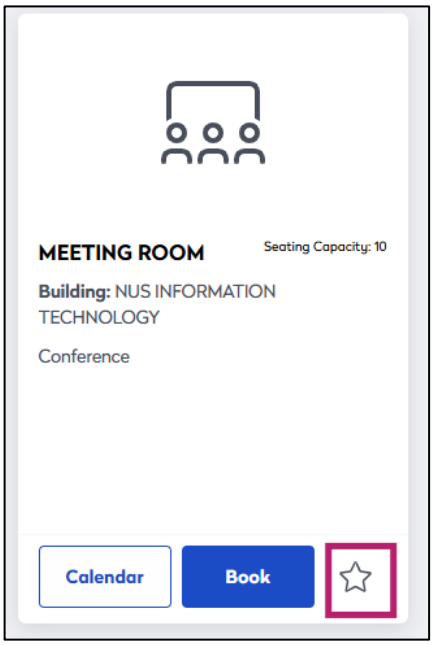
Step 4: Or use the Sort by dropdown to organize results.



Favorites Method:

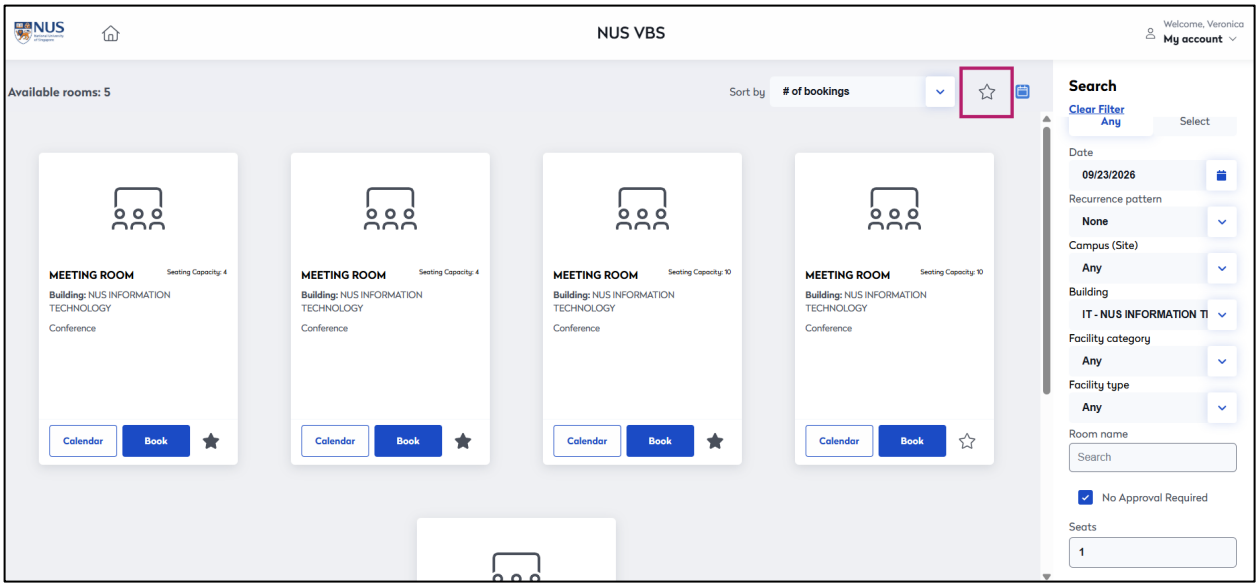
You can favorite any room and it will appear in your Favorites section.

Step 1: In the room card click on the star on the bottom right-hand corner.

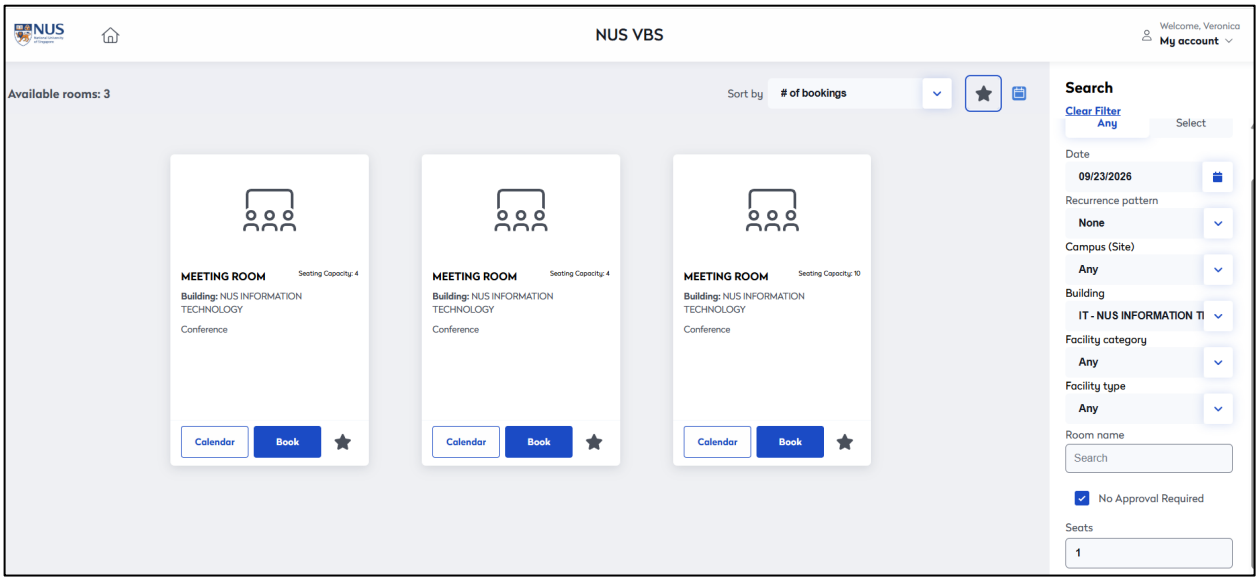


Step 2: The room will be added to your list of favorites.

Step 3: Click on the star at the top of the Rooms screen.



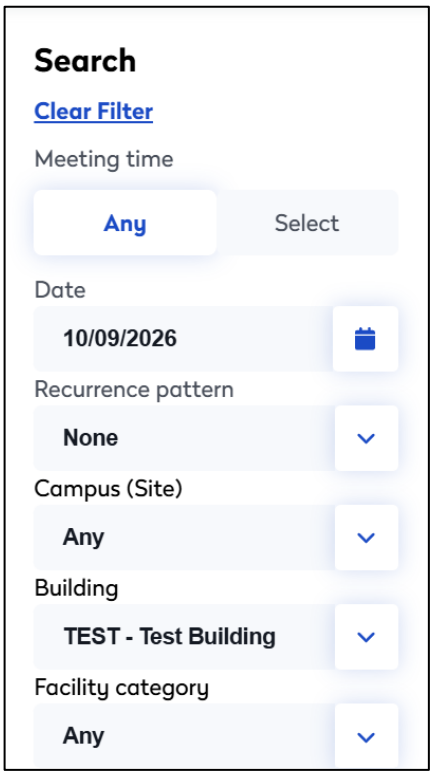
Step 4: This will show you the rooms that you have favorited.



Search Method:

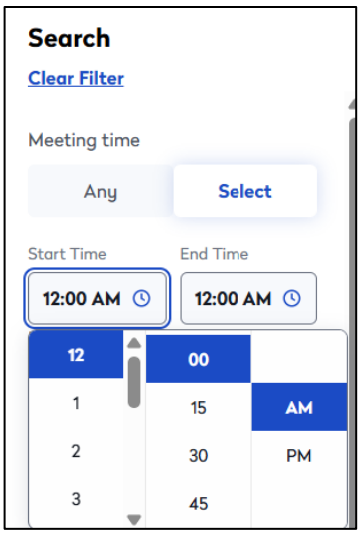
Use this when you have specific requirements for date, time, location, or facilities.

Step 1: Click on the Search panel (right side of screen)



Step 2: Fill in your specific criteria:

Meeting time

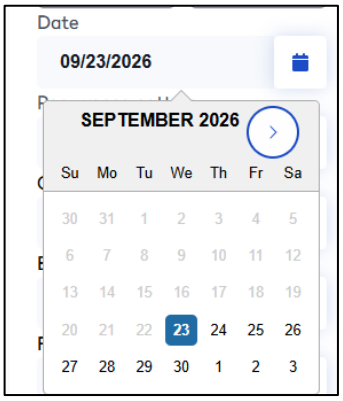


Step 1: If you click on Any, it will look for a room at any time of the day.

Step 2: If you click on select it will show you the time and allow you to search for a specific time during the day.

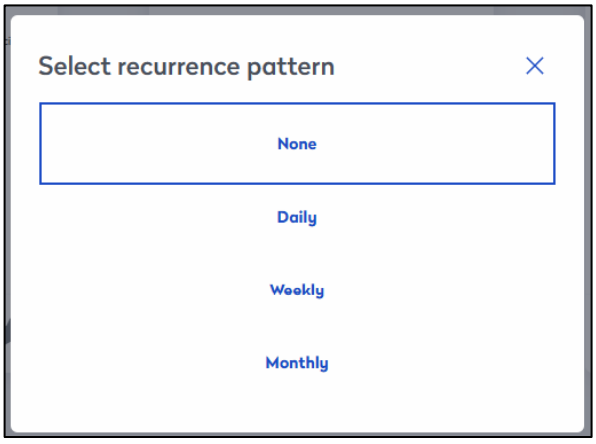
Step 3: Ensure that you click on the AM or PM option to select morning or afternoon.

Date



Step 1: Use the Calendar button to search for the required date.

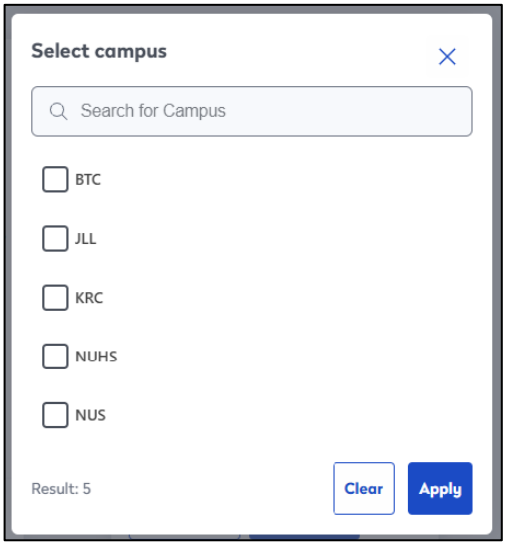
Recurrence Pattern



Step 1: If you click on the drop-down arrow for Recurrence Pattern. This will allow you to create a recurring meeting.

Step 2: Select the required option to allow the system to search for rooms across multiple days.

Campus (site)

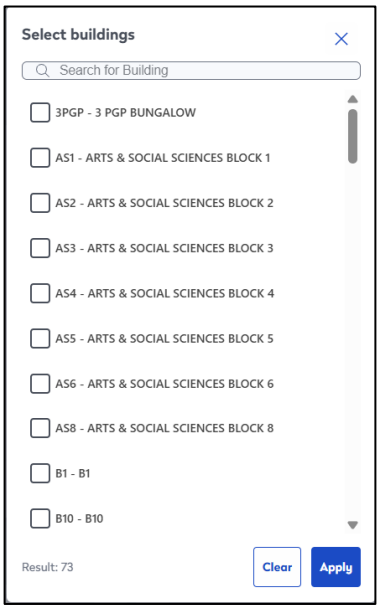


Step 1: If you click on the drop-down arrow for Campus, it will show you a list of all the Campuses.

Step 2: Place a check on the box next to the campus you wish to search.

Step 3: Click on Apply to ensure the system will search the selected campus.

Building



Step 1: If you click on the drop-down arrow for Building, it will show you a list of all the buildings.

Step 2: Place a check on the box next to the building(s) you wish to search.

Step 3: Click on Apply to ensure the system will search for the selected building.

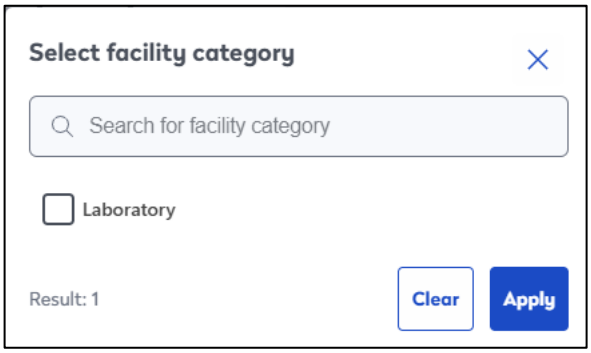
NOTE: If you select Campus first it will only show you buildings for that campus.

Facility Category

Step 1: If you click on the drop-down arrow for Facility category, it will show you a list of all the categories.

Step 2: Place a check on the box next to the category(s) you wish to search.

Step 3: Click on Apply to ensure the system will search for the selected category.



Facility Type

Step 1: If you click on the drop-down arrow for Facility Type, it will show you a list of all the categories.

Step 2: Place a check on the box next to the type(s) you wish to search.

Step 3: Click on Apply to ensure the system will search for the selected type.

NOTE: If you select Facility Category first it will only show you types for that category.



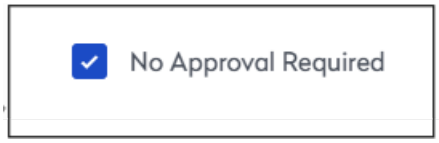
Room name



Step 1: Start to type the room name into the search.

Step 2: The system will start to show the rooms which match what you type.

No Approval Required



Step 1: By default, the system is set to show only rooms that do not require approval.

Step 2: Uncheck the box and rooms which require approval will be visible.

Seats



Step 1: By default, the system is set to show rooms with capacity larger than 1.

Step 2: Change the number to search for rooms with larger capacity.

3.1.2 Understanding what room cards show you

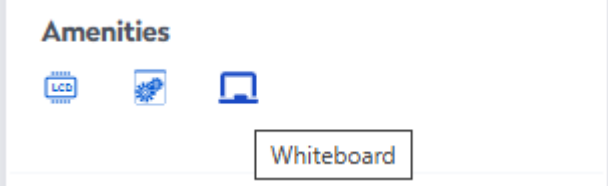
Each room card displays key information. The Room Name and Building are displayed first.



Seating Capacity is the maximum number of seats in the room. Check this when making your room selection.

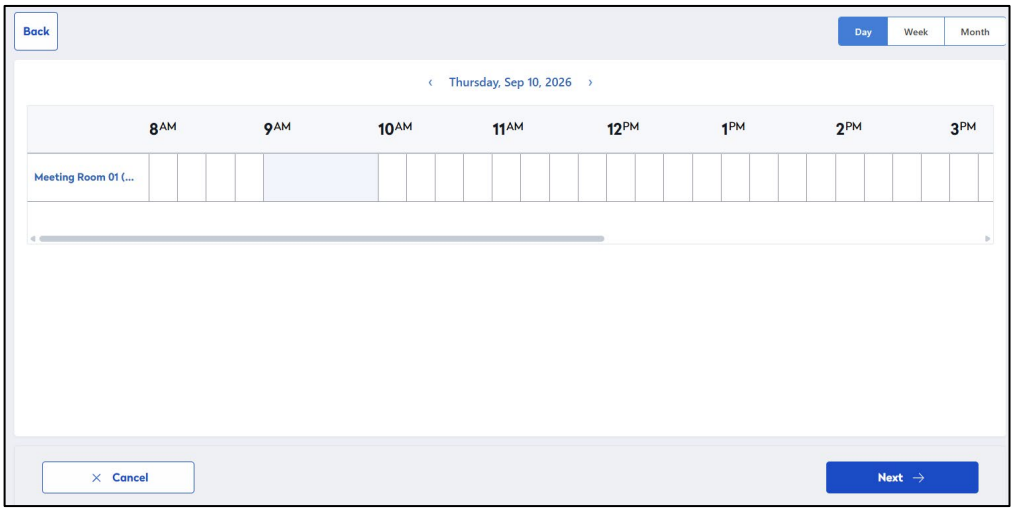


Amenities – when you hover over the icon it will display the full description to allow you to understand fixed amenities in the room.



Select the Calendar button to see the availability of the room.





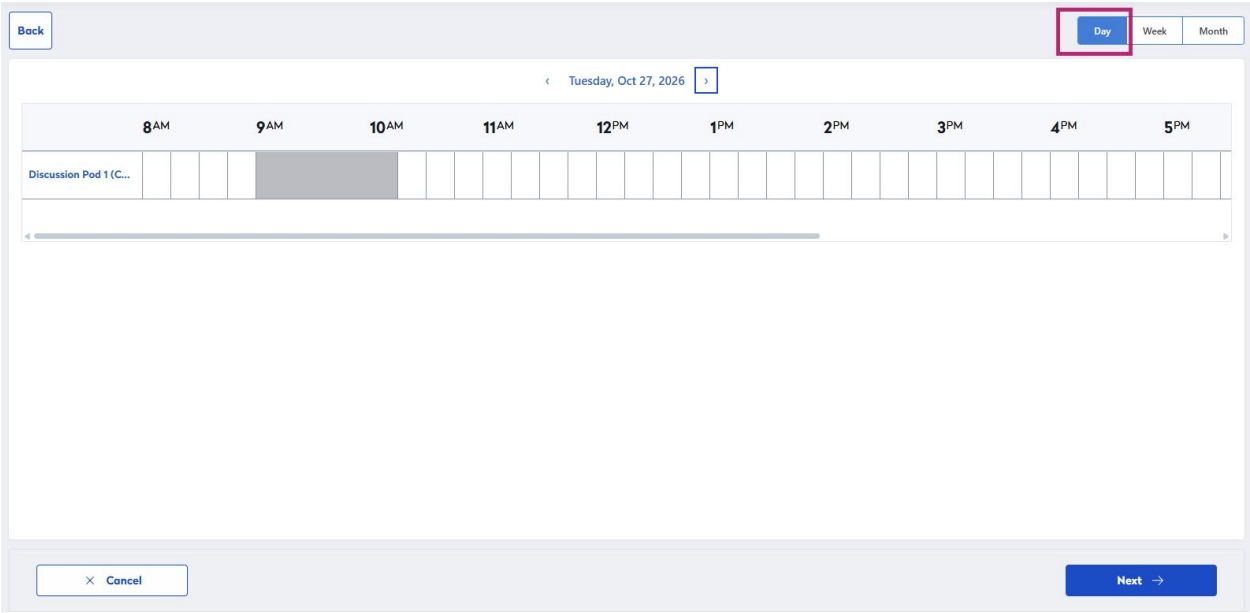
3.1.3 Check if a room is available.

Step 1: Find the room card you are interested in.

Step 2: Click the **Calendar** button on the room card.



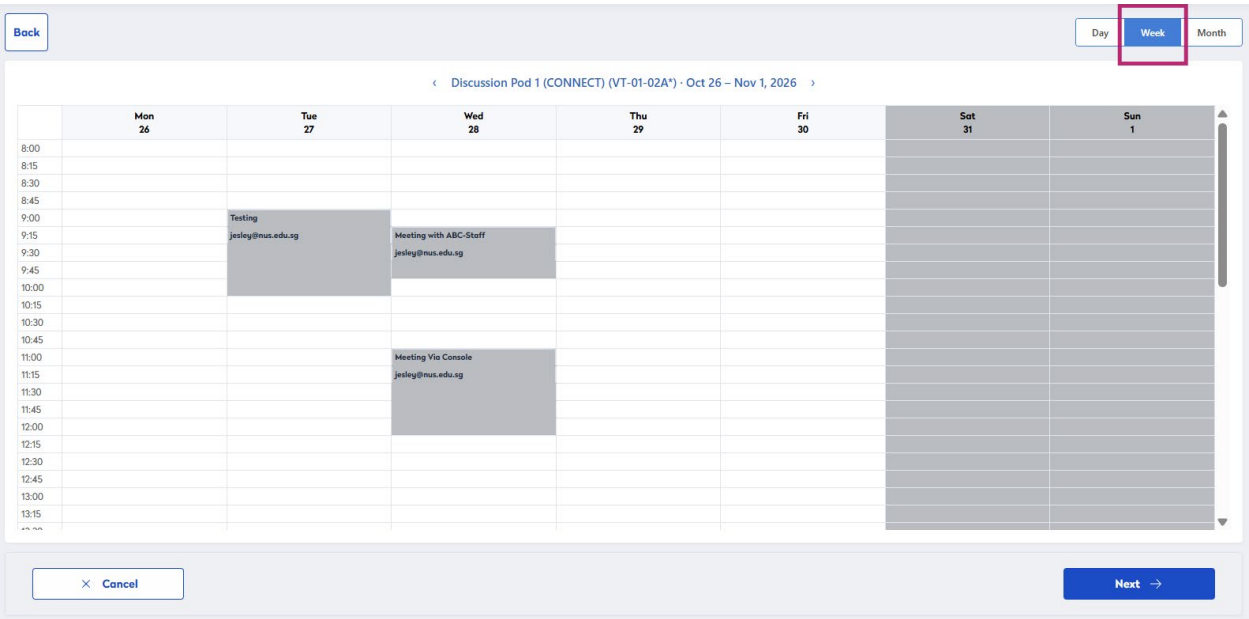
Step 3: The calendar view opens showing the daily calendar for the selected room:



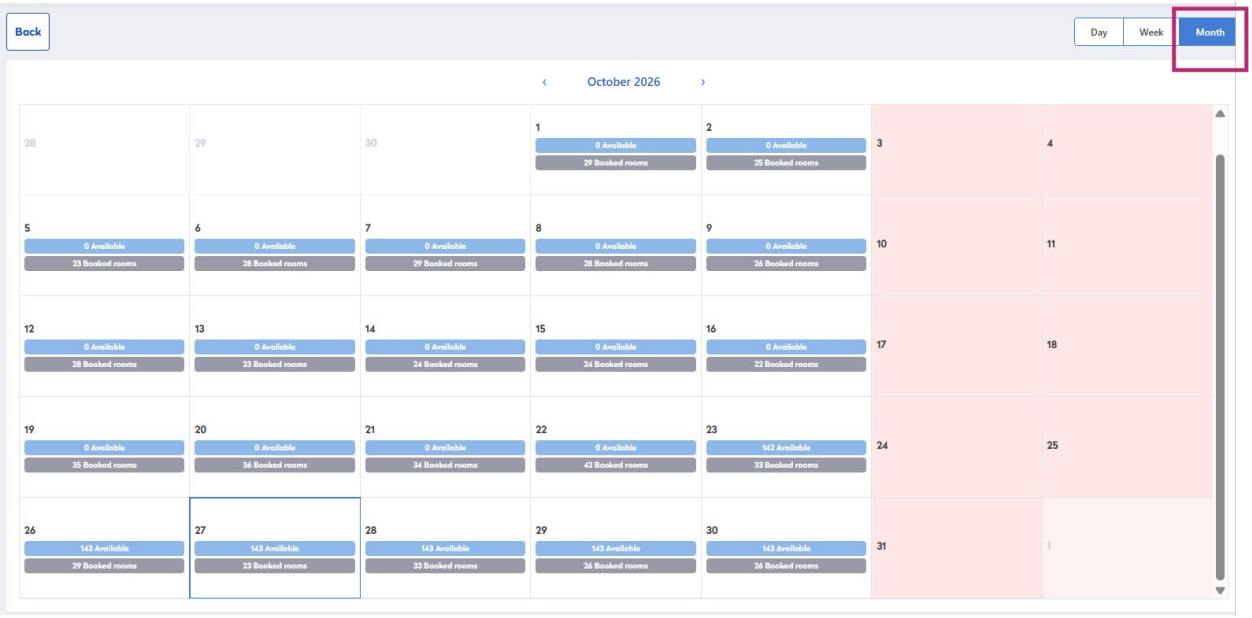
Step 4: Current bookings are shown in grey color.

Step 5: Available time slots are displayed as white/unshaded areas.

Step 6: If you wish to look at a longer date range change the screen to either week or month.



Step 7: Review the bookings on the monthly option.



Step 8: In the month screen the weekend dates are shown in red.

3.2 Different Ways to Book

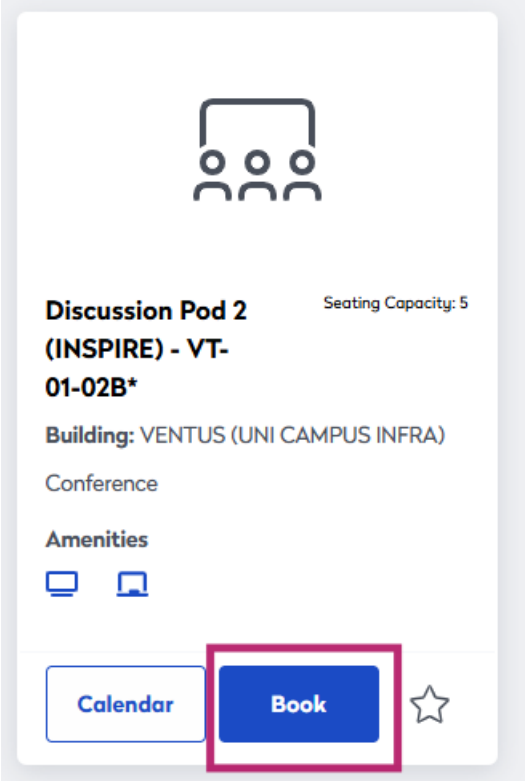
3.2.1 One-time meetings

Use this for single, non-repeating bookings.

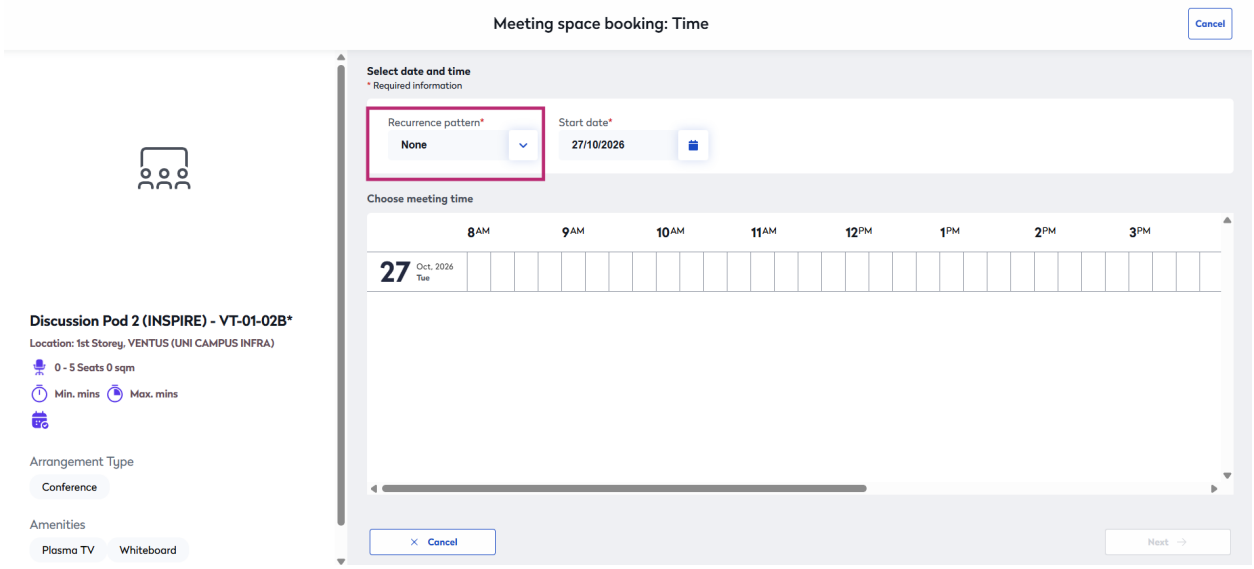
Step 1: Click **Rooms** on the dashboard.

Step 2 Fill in search filters (date, time, capacity)

Step 3: Click **Book** on your chosen room.

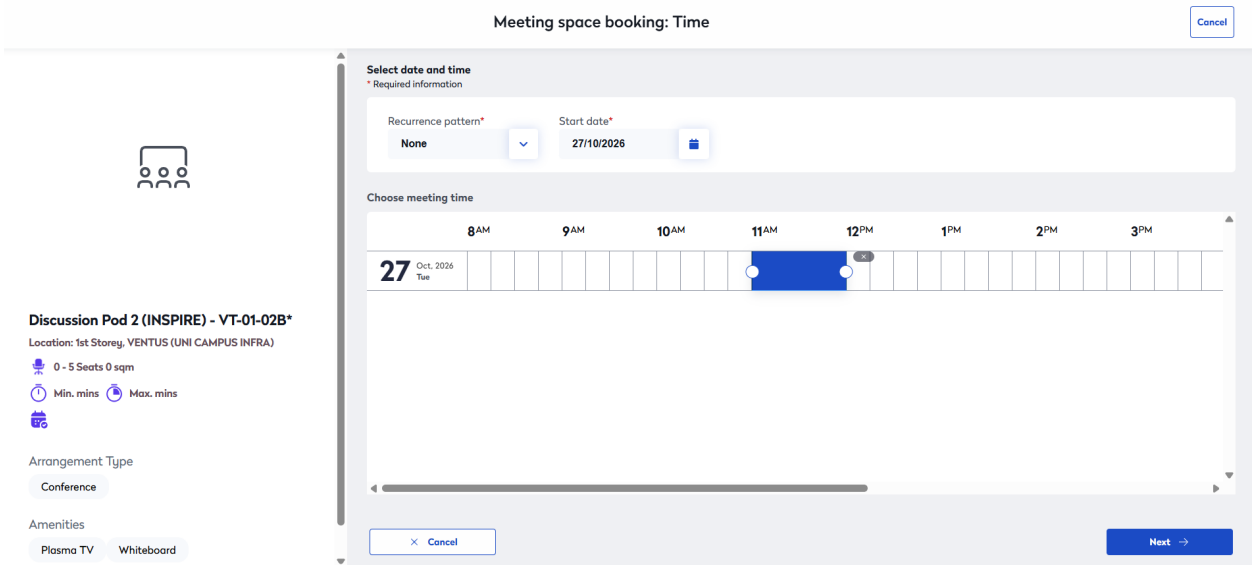


Step 4: Set **Recurrence pattern** to **None.**



Step 5: Select your Start Date

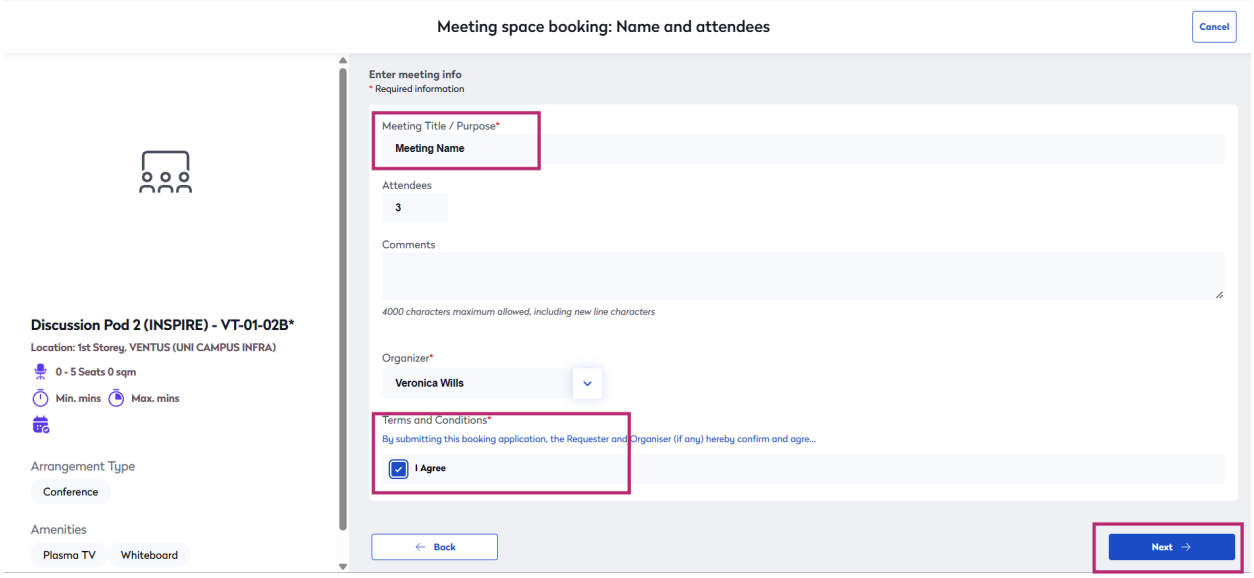
Step 6: Use your mouse to slide the time slot.



Step 7: Click on Next button.

Step 8: Enter meeting details (title, attendees)

Step 9: Place a check in the I Agree for the terms and conditions. Click on the wording for the full terms and conditions to be displayed onscreen.



Step 10: Click **Next** button to review.

Step 11: Click **Submit** button.

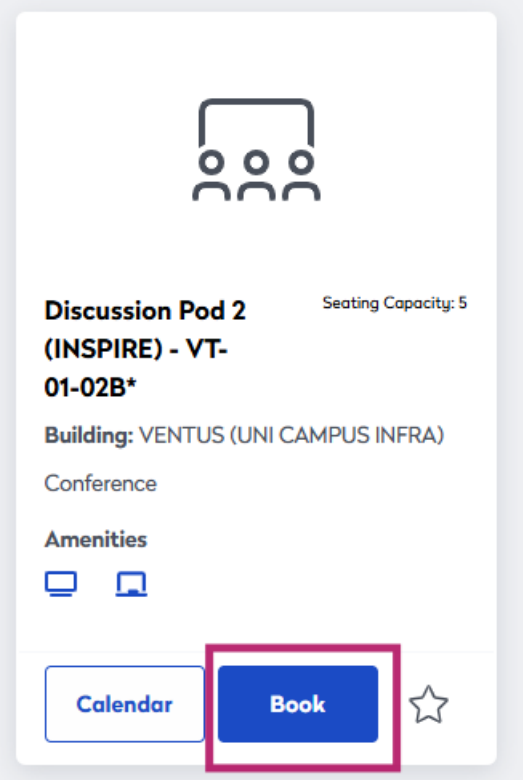
Done! You will receive confirmation for your single booking.

3.2.2 Recurring meetings – Daily / Weekly / Monthly

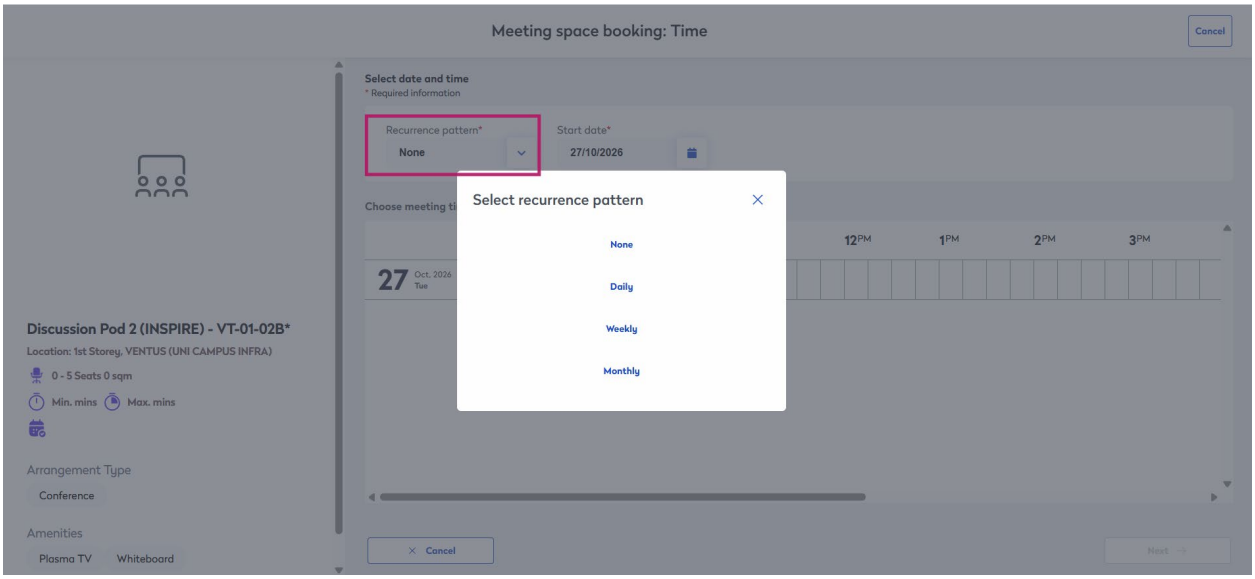
Use this when you need the same room regularly.

Step 1: Click **Rooms** on the dashboard.

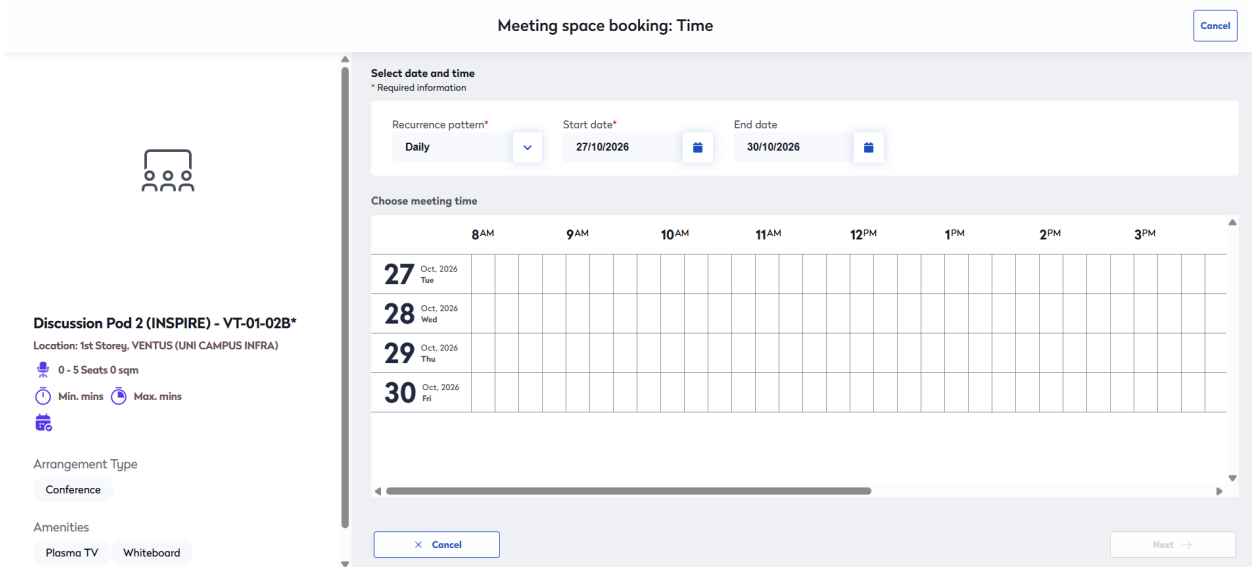
Step 2: Fill in search filters and click **Book** on your chosen room.



Step 3: Click **Recurrence pattern** dropdown and select:



- **Daily** - for meetings, every day, or weekdays

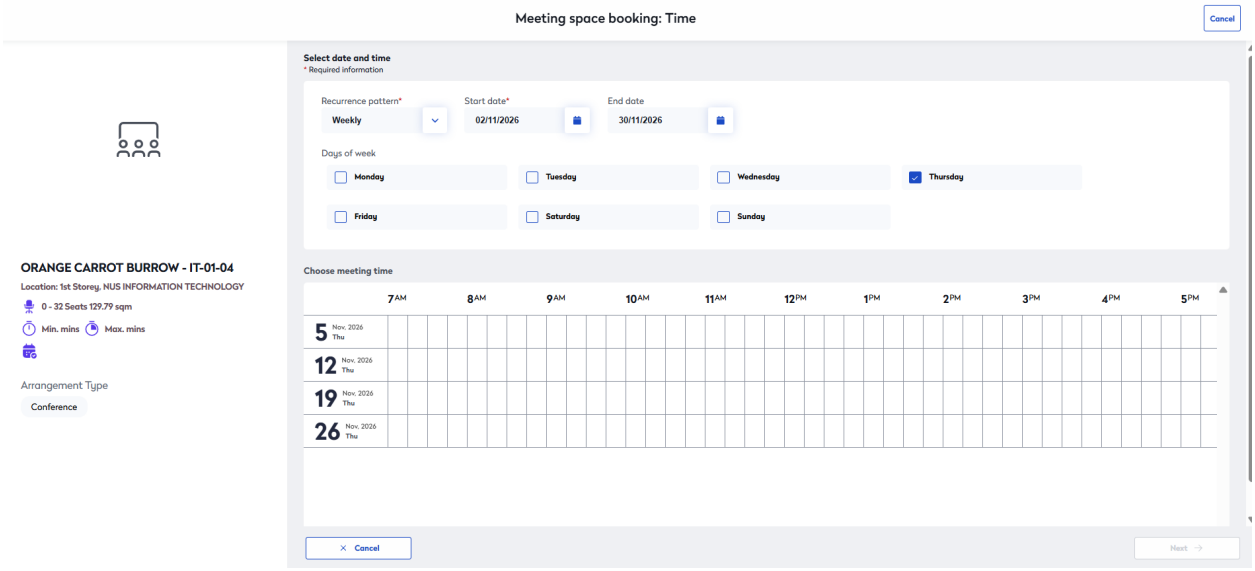


Daily:

Choose: A Start Date and End Date. This will be booked every day in the period.

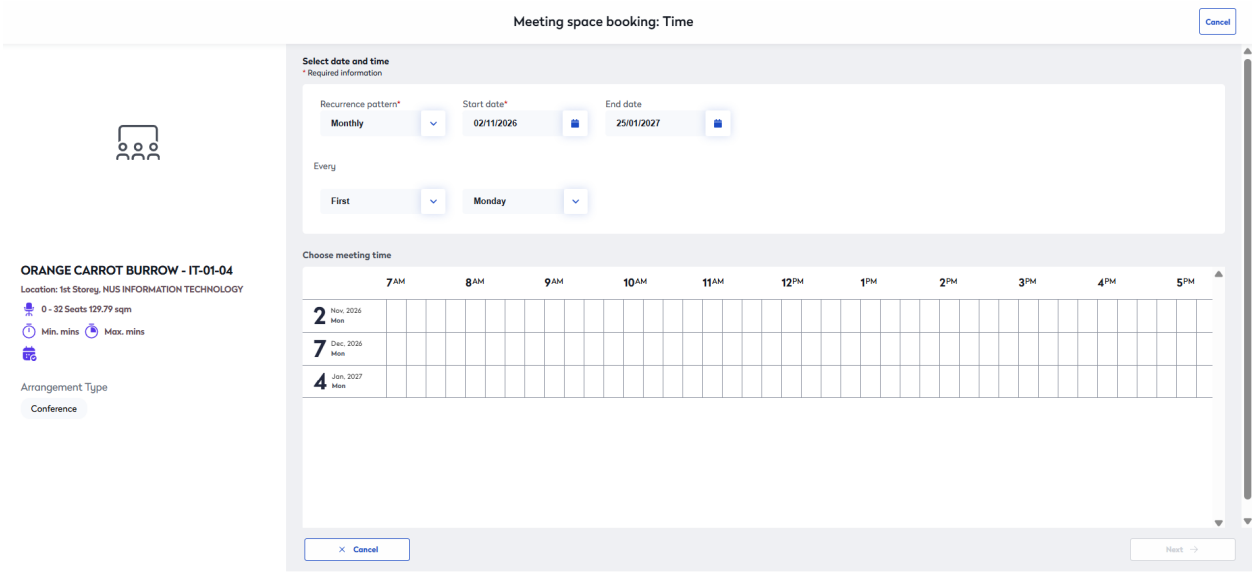
If you select over a weekend, or a non-bookable day, you may not be able to proceed.

Weekly - for meetings on specific days each week



Select days of the week (☑ Mon, Tue, Wed, Thu, Fri, etc.)

Monthly - for meetings on same date or day each month



Choose: Same day pattern (e.g., First Monday)

3.2.3 Quick booking using QR codes (on-the-spot)

Use this when you arrive at a room and want to book it immediately.

Step 1: Find the QR code at the entrance to the room (on door or wall)



Step 2: Open your phone camera or QR scanner app.

Step 3: Point camera at the QR code

Step 4: Tap the notification to open VBS.

Step 5: Check room availability on screen

Step 6: Tap **Book Now** if available

Step 7: Select duration (30 min, 1 hour, 2 hours, or custom)

Step 8: Enter meeting purpose and number of attendees.

Step 9: Tap **Confirm Booking**

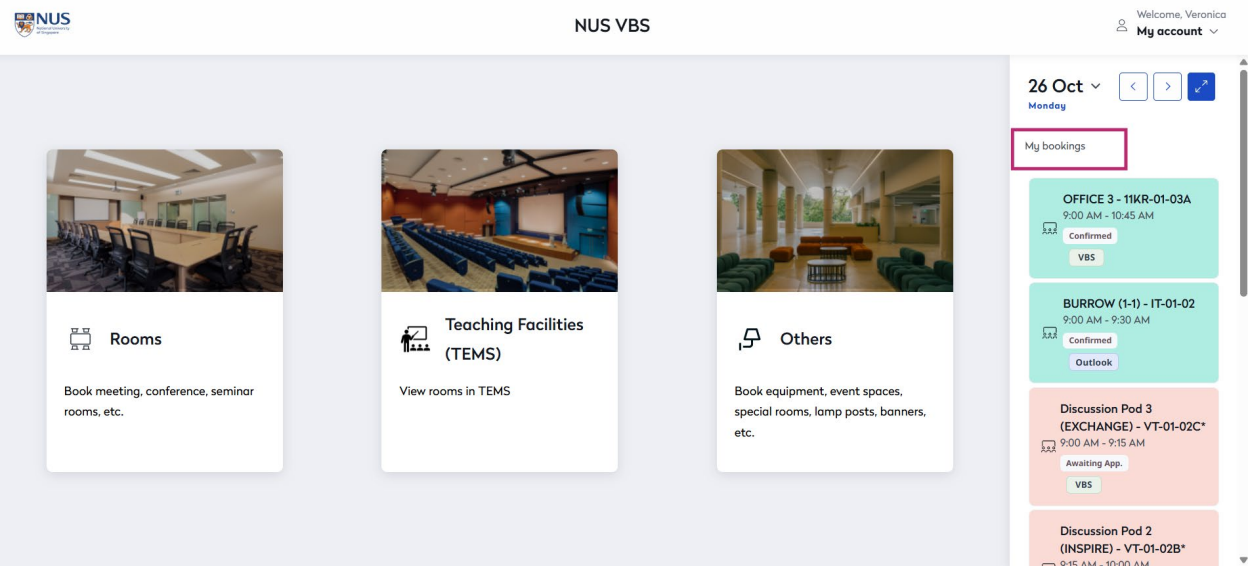
Done! Start using the room immediately.

3.3 Managing Your Bookings

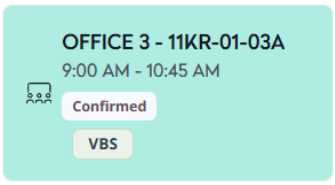
3.3.1 View your upcoming bookings

Step 1: Log in to VBS.

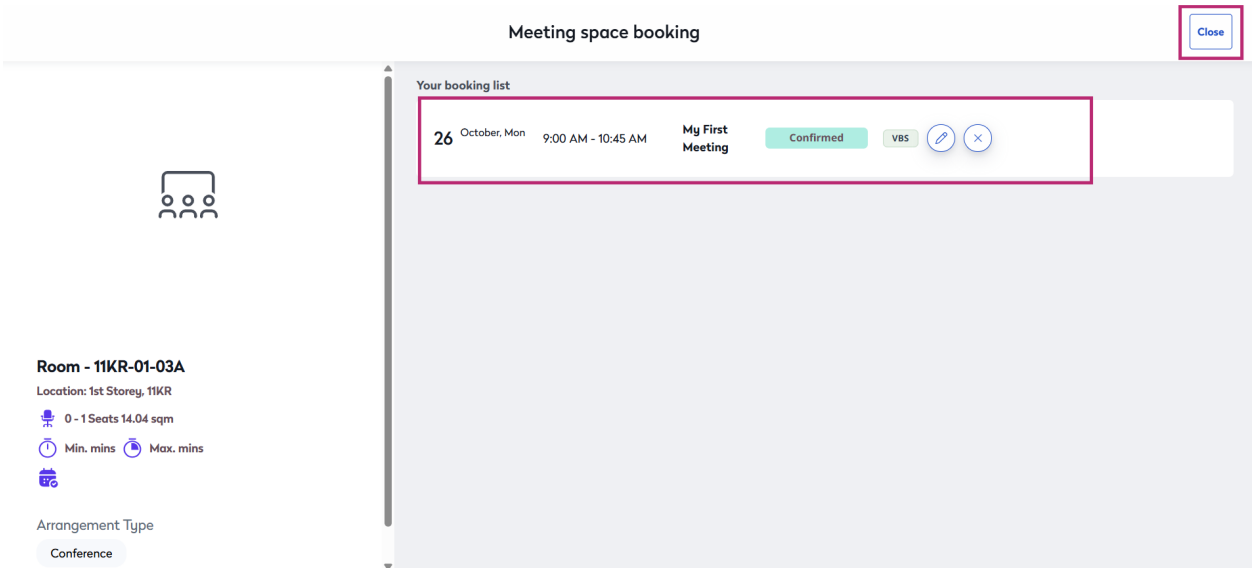
Step 2: Click **My Bookings** on the dashboard on the top menu.



Step 3: Each booking shows: Meeting location, time, and status.

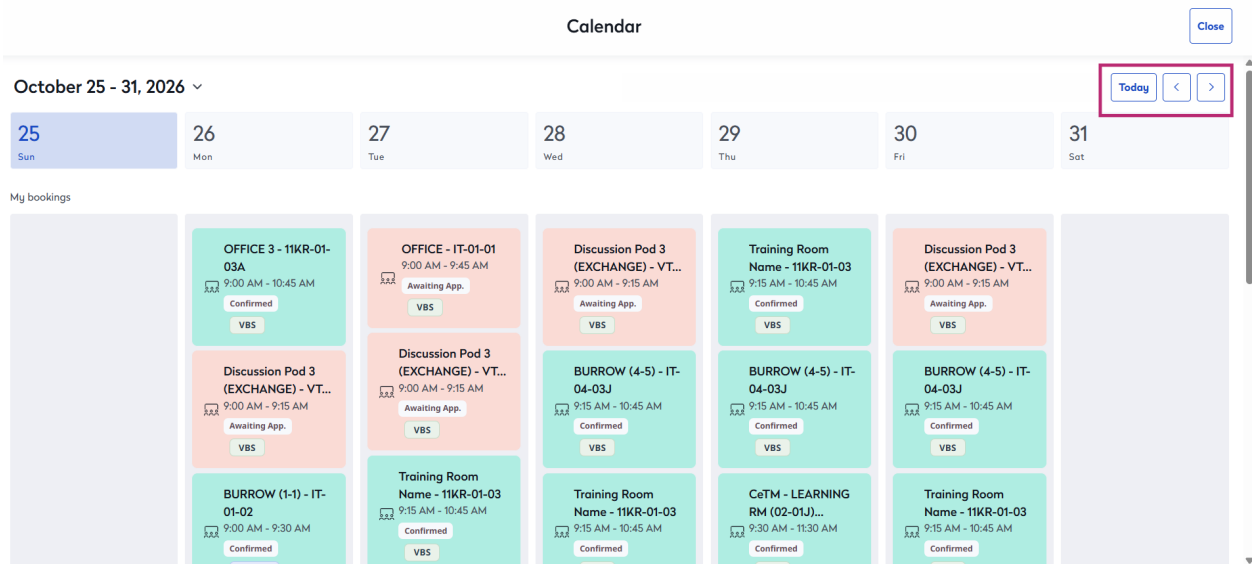


Step 4: Click on any booking to view full details.



Step 5: To see the bookings for another day click on the close button.

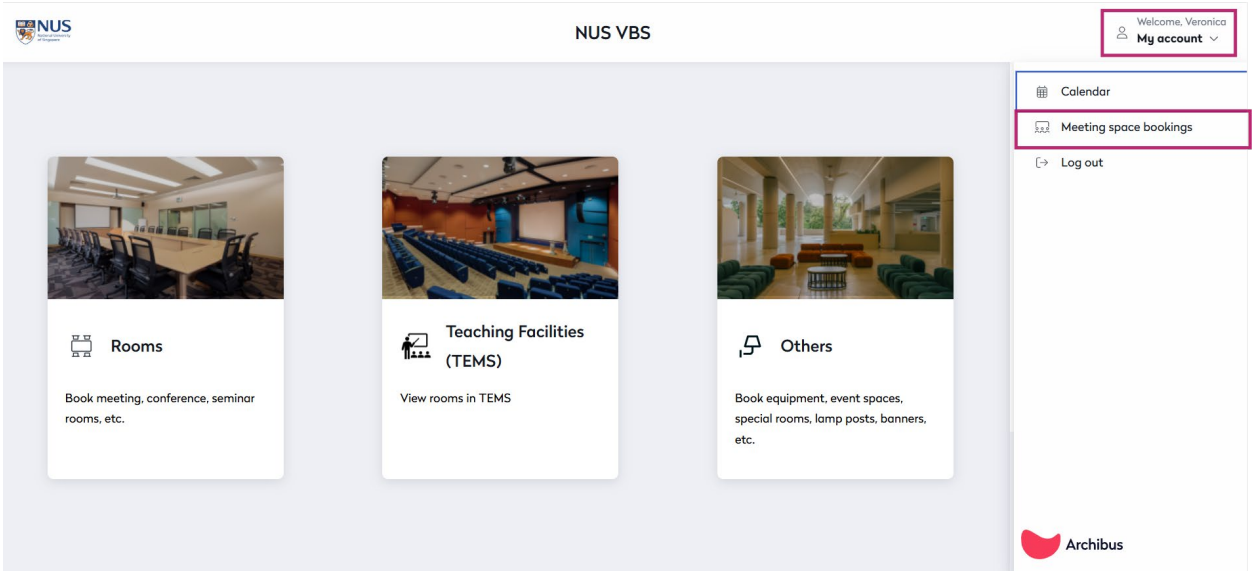
Step 6: This will take you to all your bookings for the week.



Step 7: Use the forward and back arrows to move between the weeks.

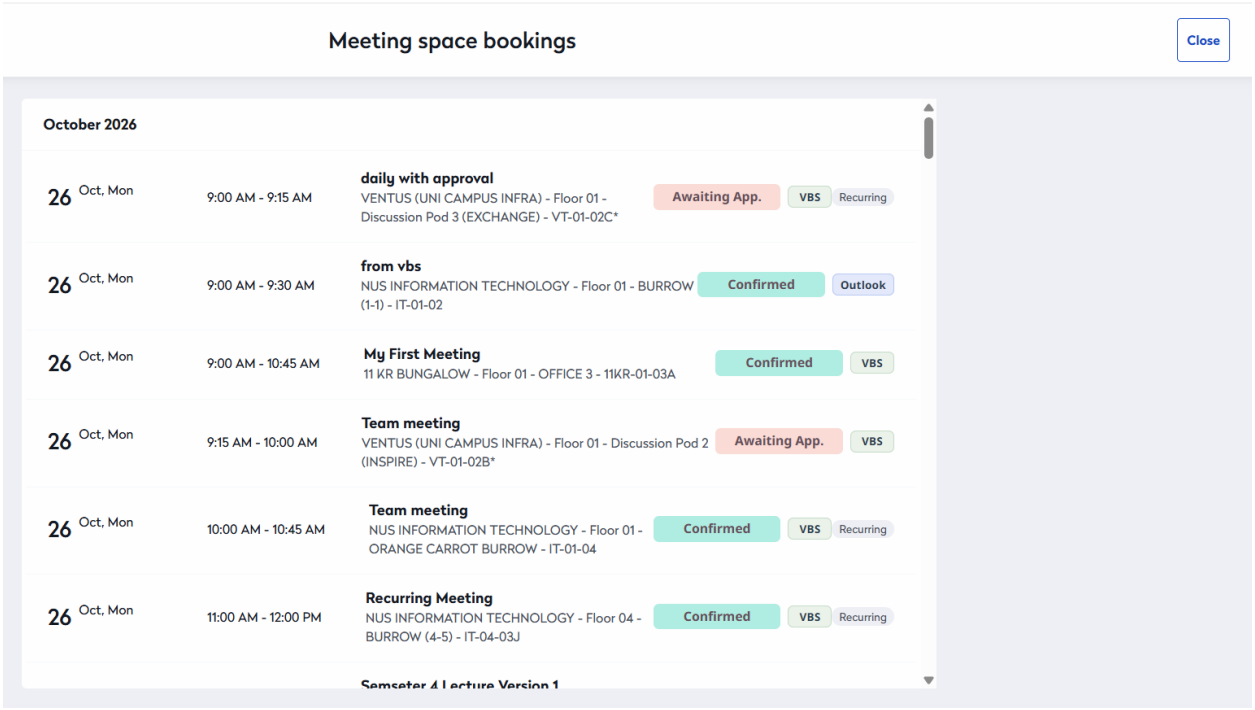
Step 8: Click on Close to return to the home page.

Step 9: If you prefer to see all your bookings in a list view, click on My Account from the home page.



Step 10: Click on Meeting Space Booking.

Step 11: All your bookings will appear in a list view.



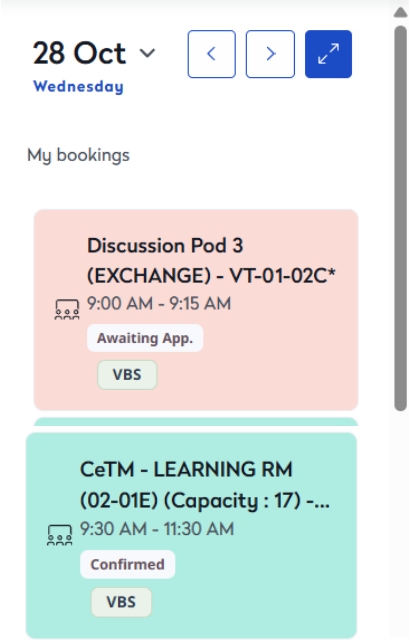
3.3.2 Change booking date or location

You can change your bookings in VBS when they are created in VBS.

Modify Upcoming Bookings

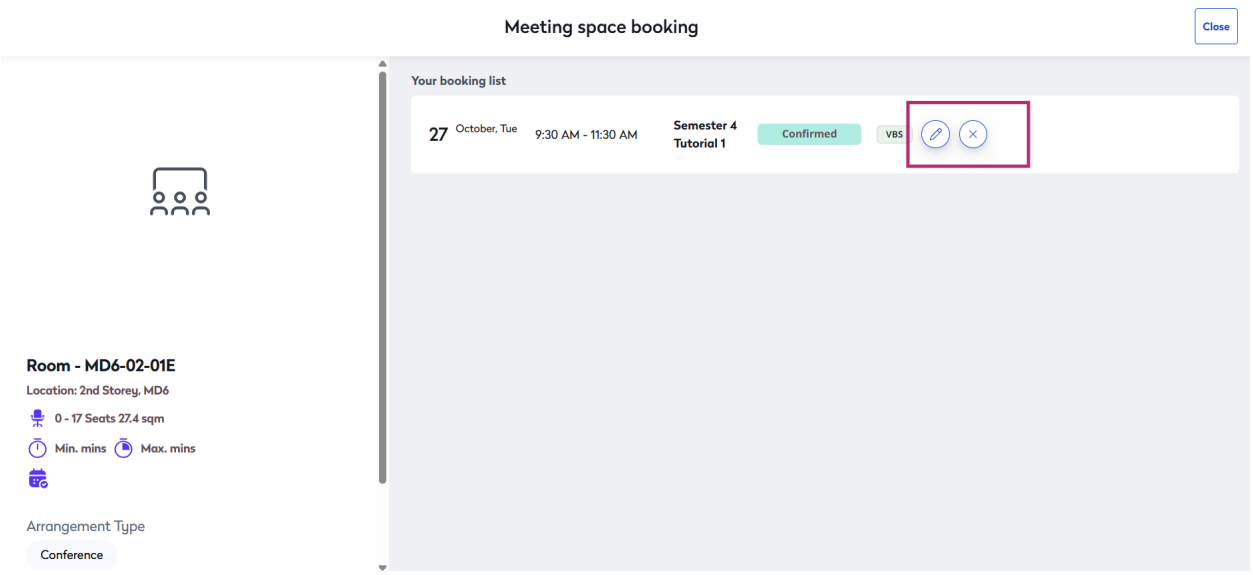
Step 1: Go to **My Bookings**

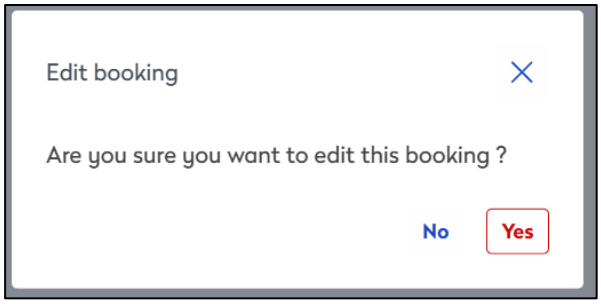
Step 2: Click on the booking you want to change.



Step 3: The meeting will open on screen.

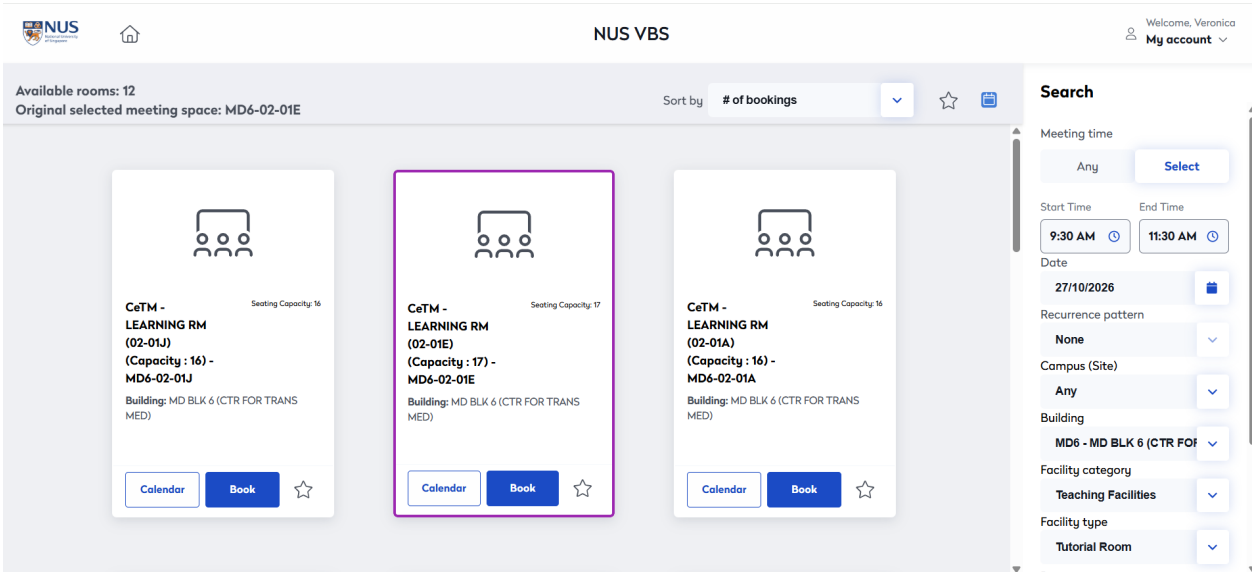
Step 4: Click on the pencil icon to **Edit Booking.**





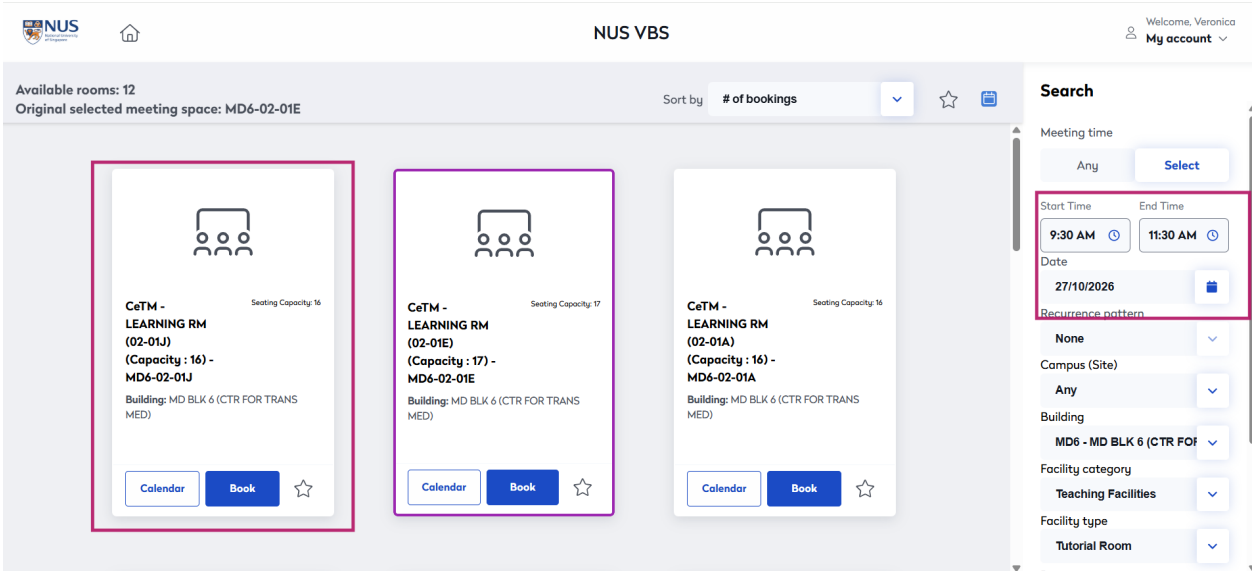
Step 5: Click on Yes to acknowledge that you will edit the booking.

Step 6: Update the information you need to change:

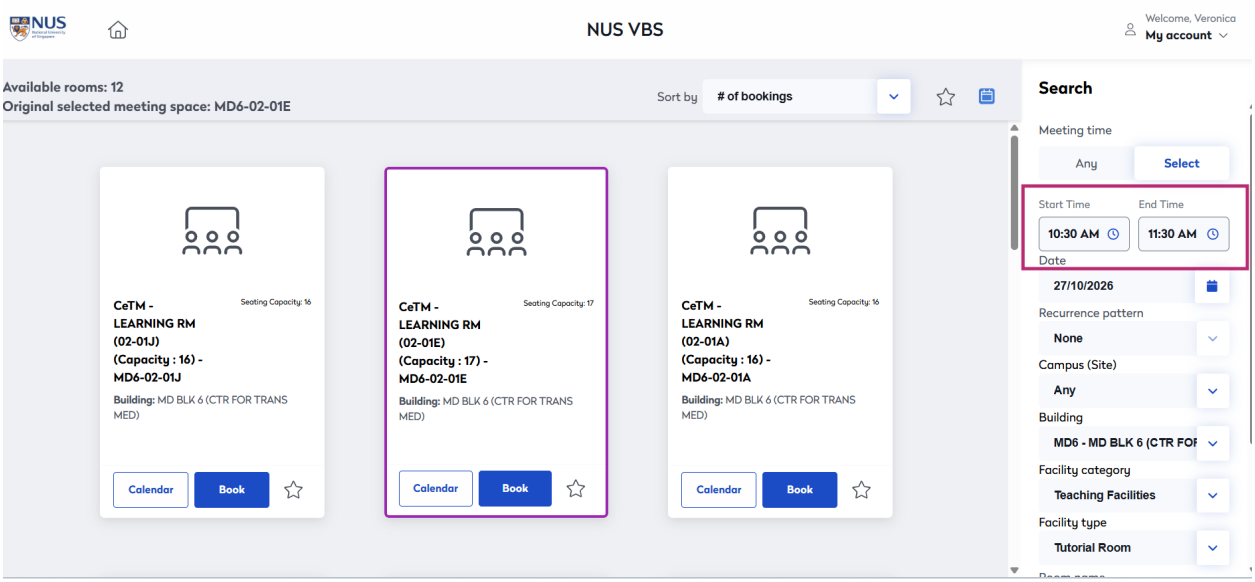


Step 7: The room you originally booked will appear highlighted.

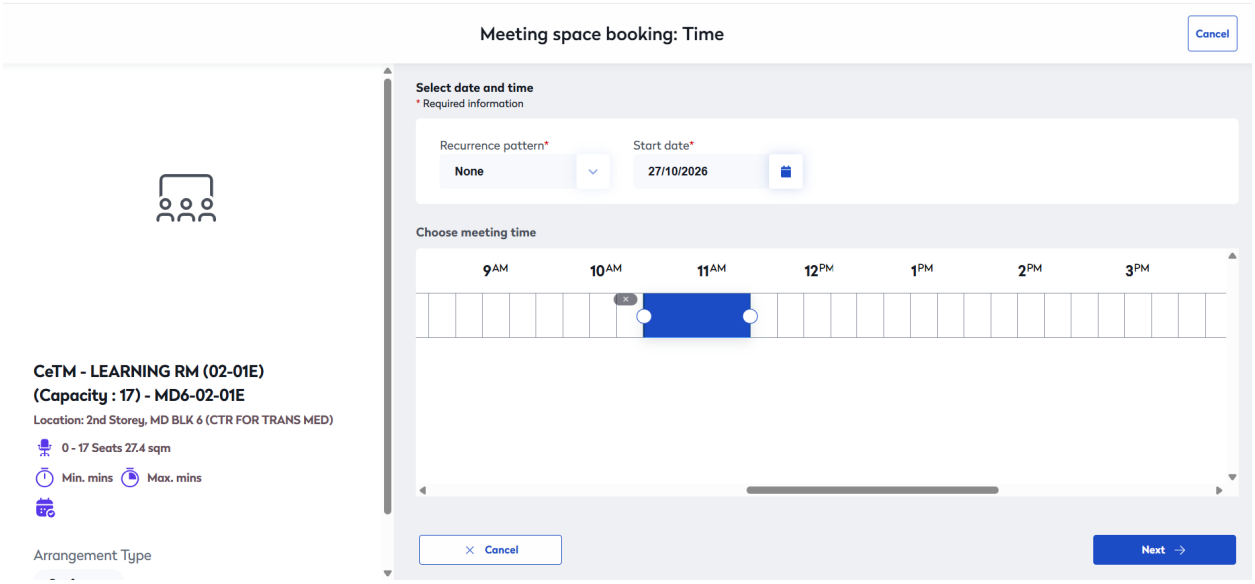
Step 8: Either select a new date and time or select a different room.



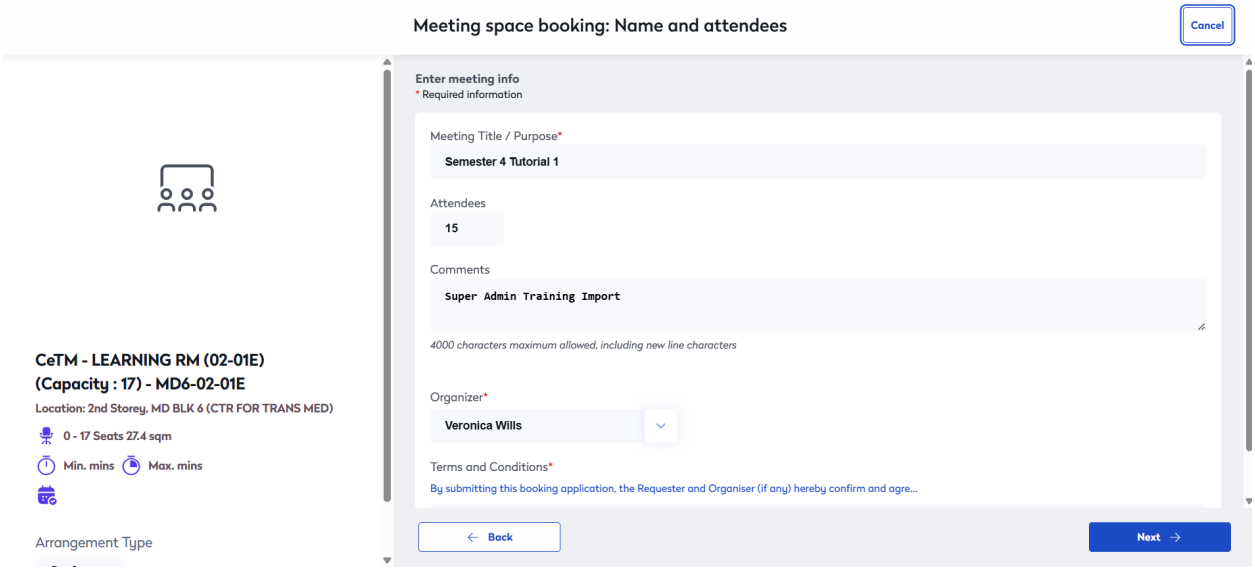
Step 9: When you change the time, if the existing room is still available it will remain on screen and highlighted.



Step 10: Click on Book to update the booking with the new time.



Step 11: Click on next to see the booking details – which will be the original booking details.

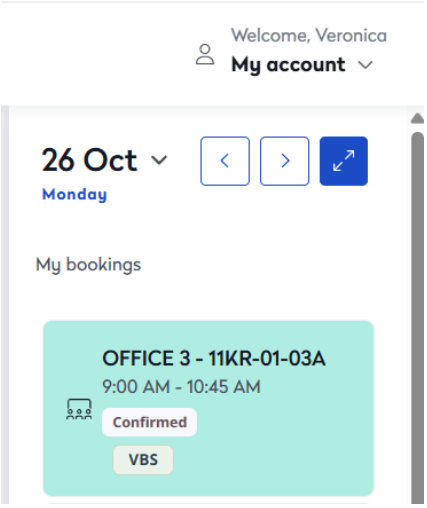


Step 12: Click Next button and your booking will be completed with the new time.

3.3.3 Cancel a booking

Cancel a Single Booking

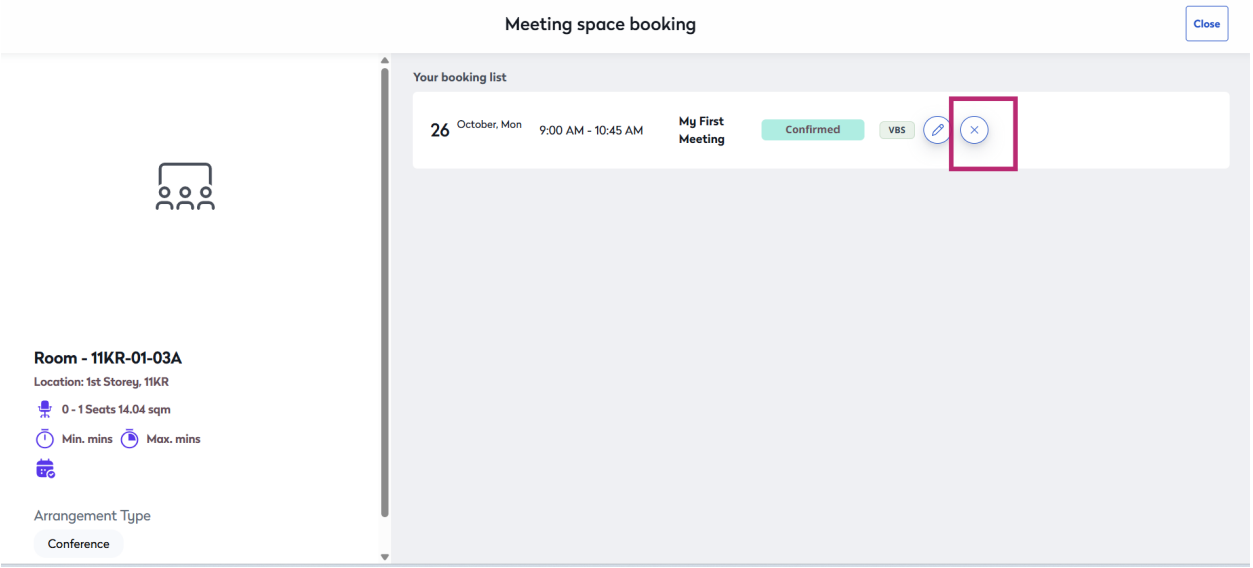
Step 1: Go to **My Bookings**



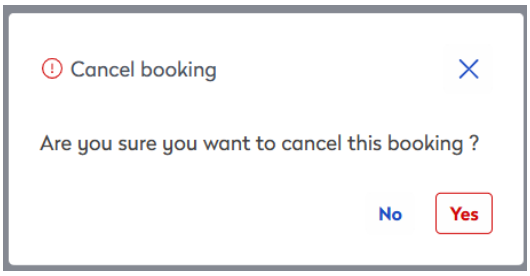
Step 2: Find the booking you want to cancel.

Step 3: Click on the booking to open details.

Step 4: Click **Cancel Booking** button.



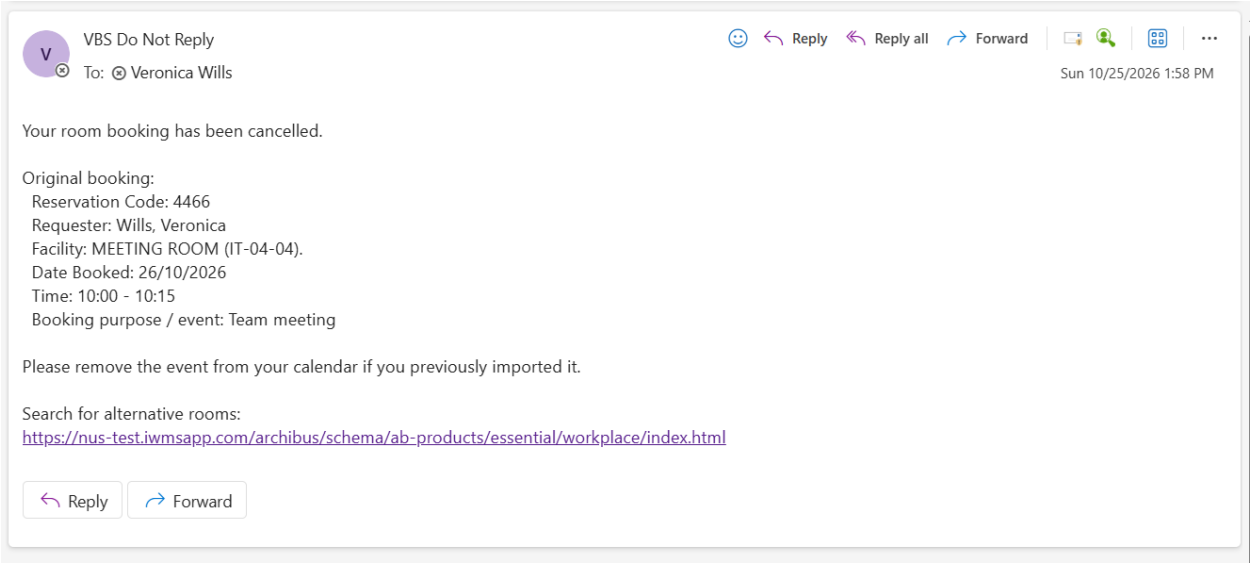
Step 5: Confirm cancellation when prompted:



Confirm if you want to proceed.

Step 6: Click **Yes** your meeting will be cancelled. It will be removed from VBS.

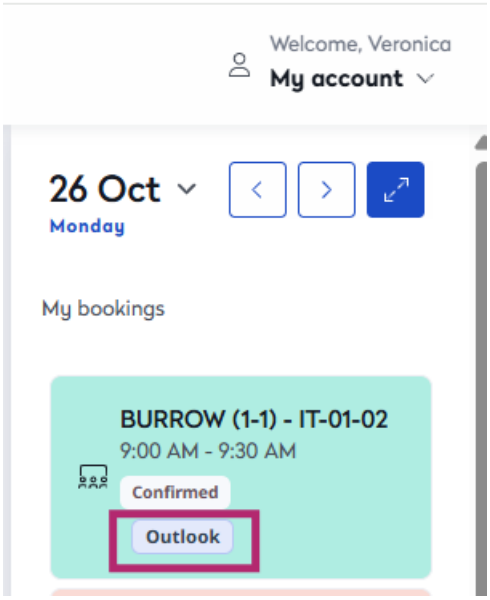
Step 7: You will receive a confirmation email advising that the meeting has been cancelled.



3.3.4 Manage Outlook bookings

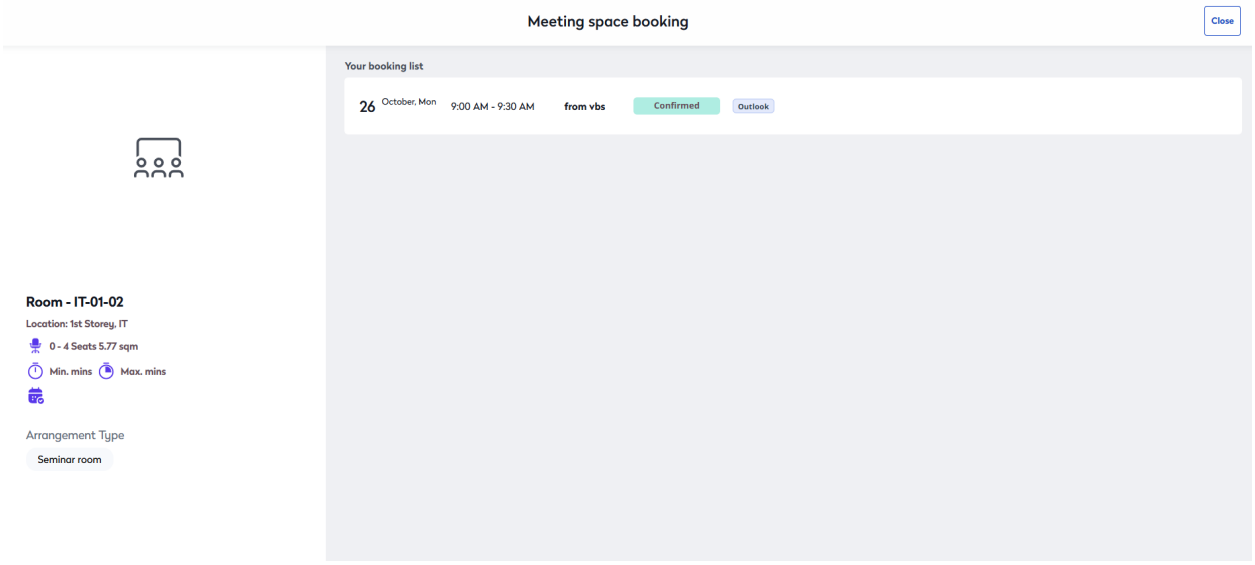
Bookings made in Outlook must be managed within Outlook.

Step 1: Review my bookings in VBS.



Step 2: Bookings made in Outlook will be displayed.

Step 3: Click on the booking to review details.



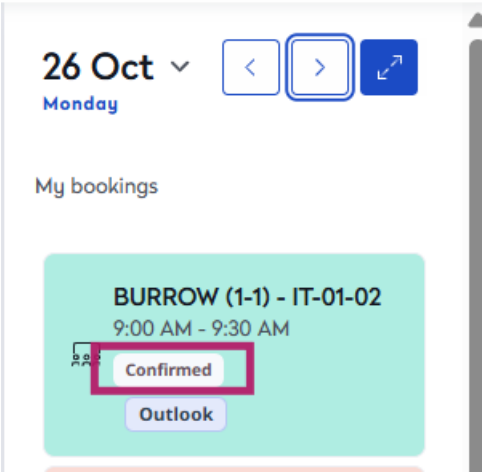
Step 4: You do not have the edit buttons to allow you to edit or cancel the meeting. This must be done in Outlook.

3.3.5 Understanding booking statuses

As you create bookings there may be a different status for your bookings on the My Bookings screen.

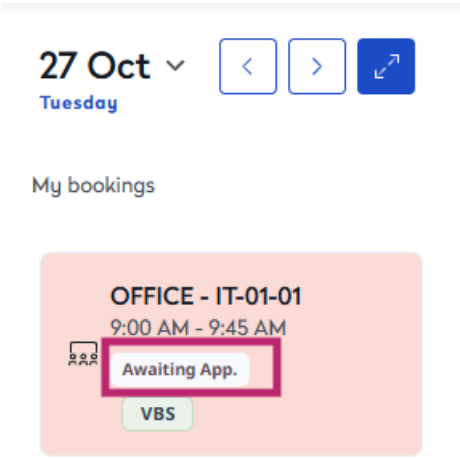
The possible statuses are:

Confirmed



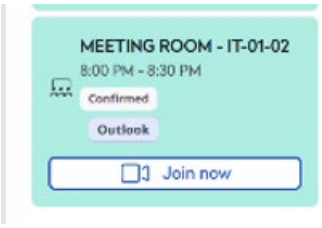
The booking is confirmed and will proceed.

Awaiting Approval



The booking is waiting for the approval process to be completed.

Teams Call button



When your booking is created in Outlook and it includes a Teams call, the teams call button will appear just prior to the meeting commencing.

3.4 Check-In (Where required)

3.4.1 Why some rooms need check-in

Some rooms have the requirement to be checked in. This is to ensure that they are booked and occupied. You will receive an email 15 minutes before the meeting starts to remind you to check in.

3.4.2 How to check in with QR code

When you arrive at the room look for the QR code to check in.

Step 1: Find the QR code at the entrance to the room (on door or wall)

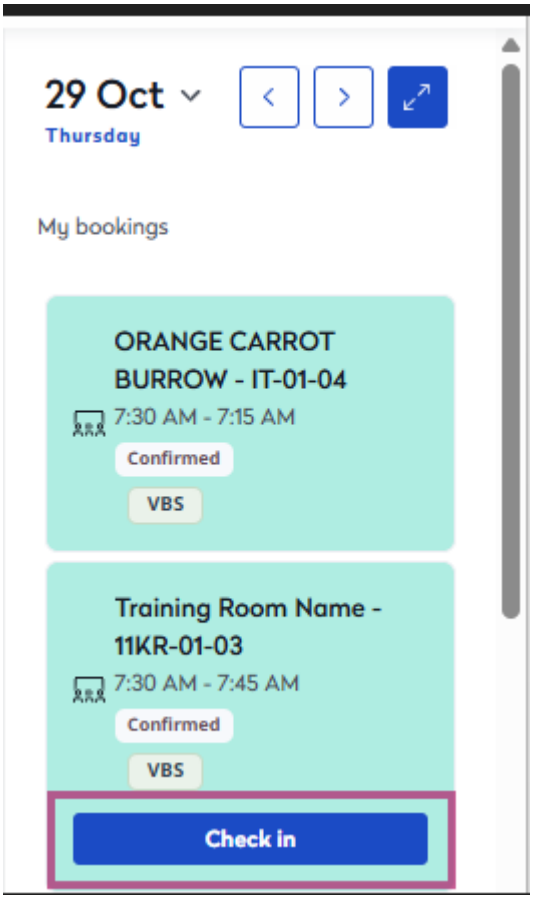


Step 2: Open your phone camera or QR scanner app.

Step 3: Point camera at the QR code.

Step 4: Tap the notification to open VBS.

Step 5: This will open VBS and you can check into the room.

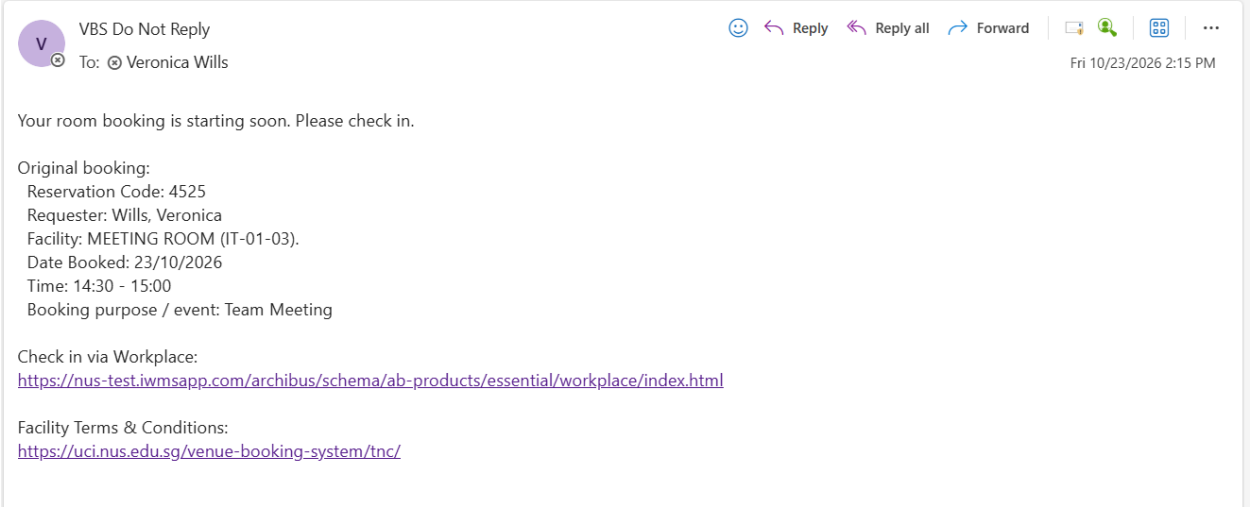


Step 6: Click on the Check in button and you will be checked into the room.

3.4.3 What happens if you forget

If you forget to check in the room will be cancelled and available for another person to book.

Step 1: You will receive a reminder email to check in.



VBS Do Not Reply
To: Veronica Wills
Reply | Reply all | Forward
Fri 10/23/2026 2:15 PM

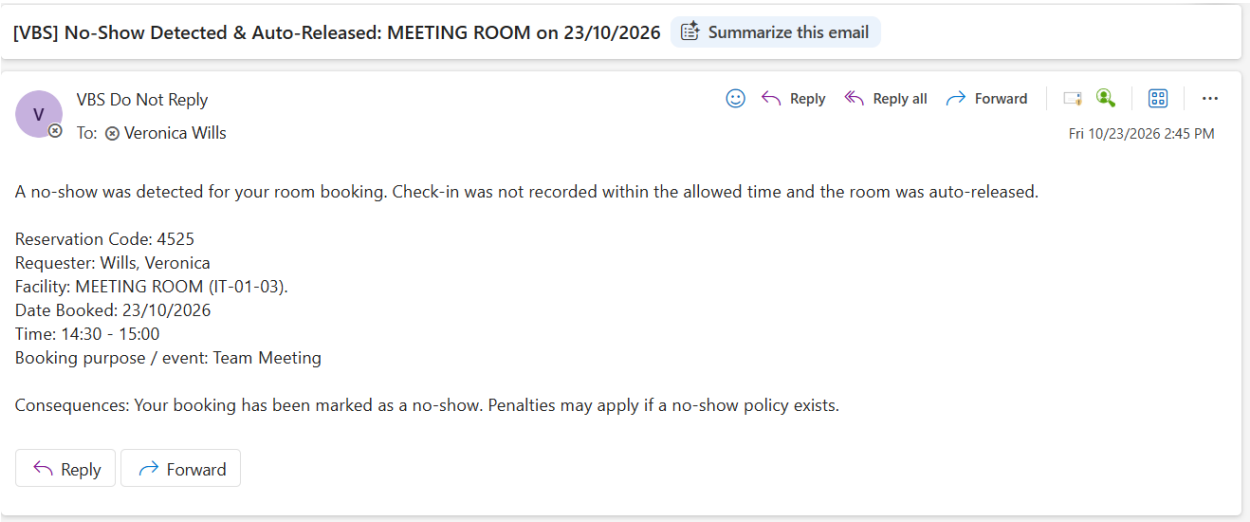
Your room booking is starting soon. Please check in.

Original booking:
Reservation Code: 4525
Requester: Wills, Veronica
Facility: MEETING ROOM (IT-01-03).
Date Booked: 23/10/2026
Time: 14:30 - 15:00
Booking purpose / event: Team Meeting

Check in via Workplace:
https://nus-test.iwmsapp.com/archibus/schema/ab-products/essential/workplace/index.html

Facility Terms & Conditions:
https://uci.nus.edu.sg/venue-booking-system/tnc/

Step 2: If you still do not check in you will receive another email advising the room has been released.



[VBS] No-Show Detected & Auto-Released: MEETING ROOM on 23/10/2026
Summarize this email

VBS Do Not Reply
To: Veronica Wills
Reply | Reply all | Forward
Fri 10/23/2026 2:45 PM

A no-show was detected for your room booking. Check-in was not recorded within the allowed time and the room was auto-released.

Reservation Code: 4525
Requester: Wills, Veronica
Facility: MEETING ROOM (IT-01-03).
Date Booked: 23/10/2026
Time: 14:30 - 15:00
Booking purpose / event: Team Meeting

Consequences: Your booking has been marked as a no-show. Penalties may apply if a no-show policy exists.

Reply | Forward

Step 3: The room will be made available for others to book.

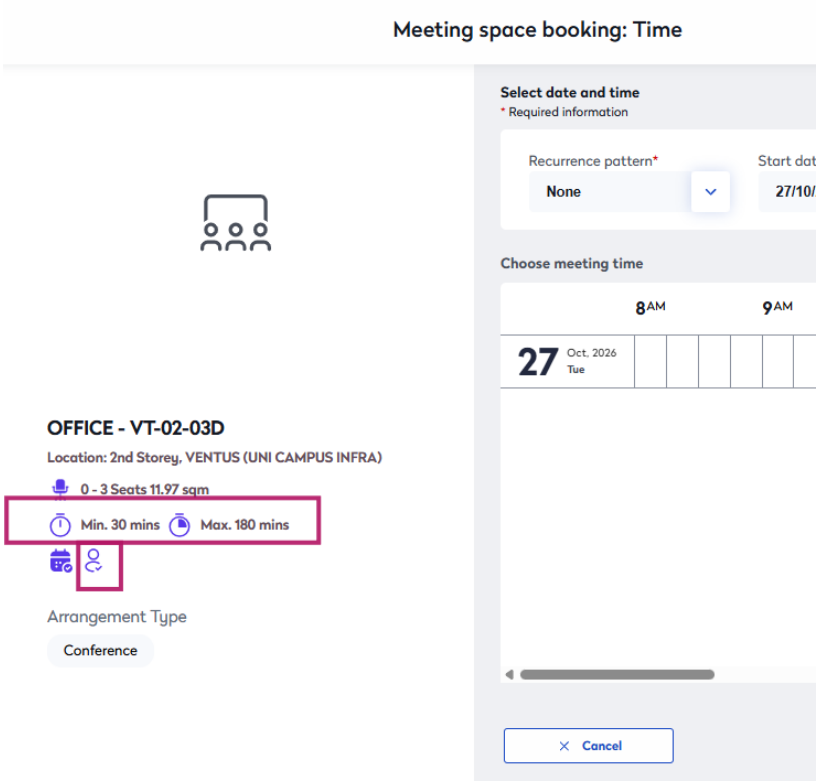
4 PART 3: UNDERSTANDING THE RULES 📋

Why can't I book that room?

4.1 Booking Rules That Apply to You

The booking rules for the room are shown when you select the room from the Rooms page and proceed to the first step of booking.

Step 1: Select a room from the Rooms page.



Step 2: Review the settings on the left-hand side.



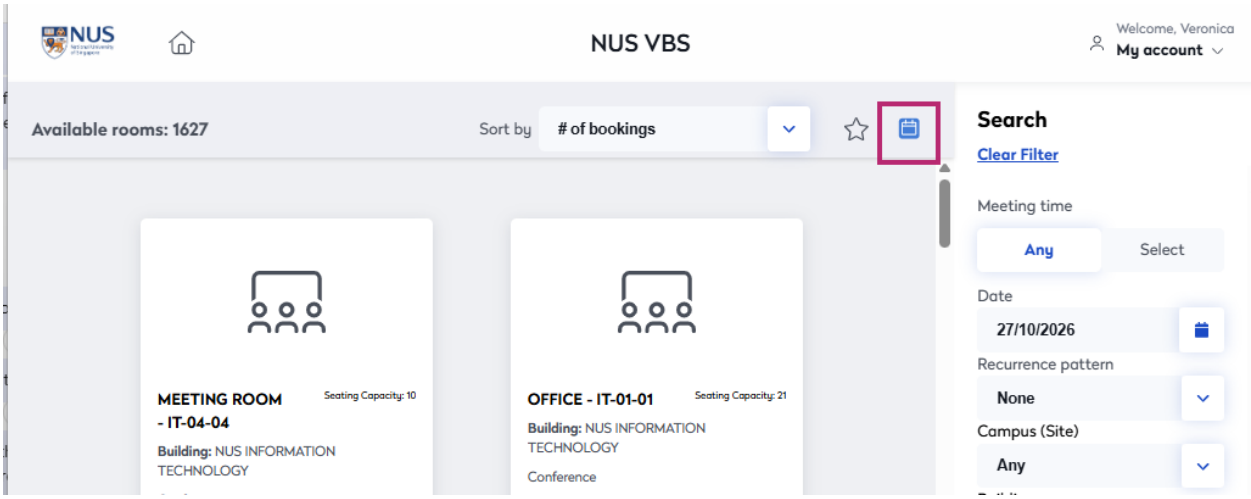
Step 3: The above indicates that the room can only be booked for a minimum of 30 minutes and a maximum of 180 minutes per booking.

Step 4: If these have no value there is no minimum or maximum setting applied to the room.

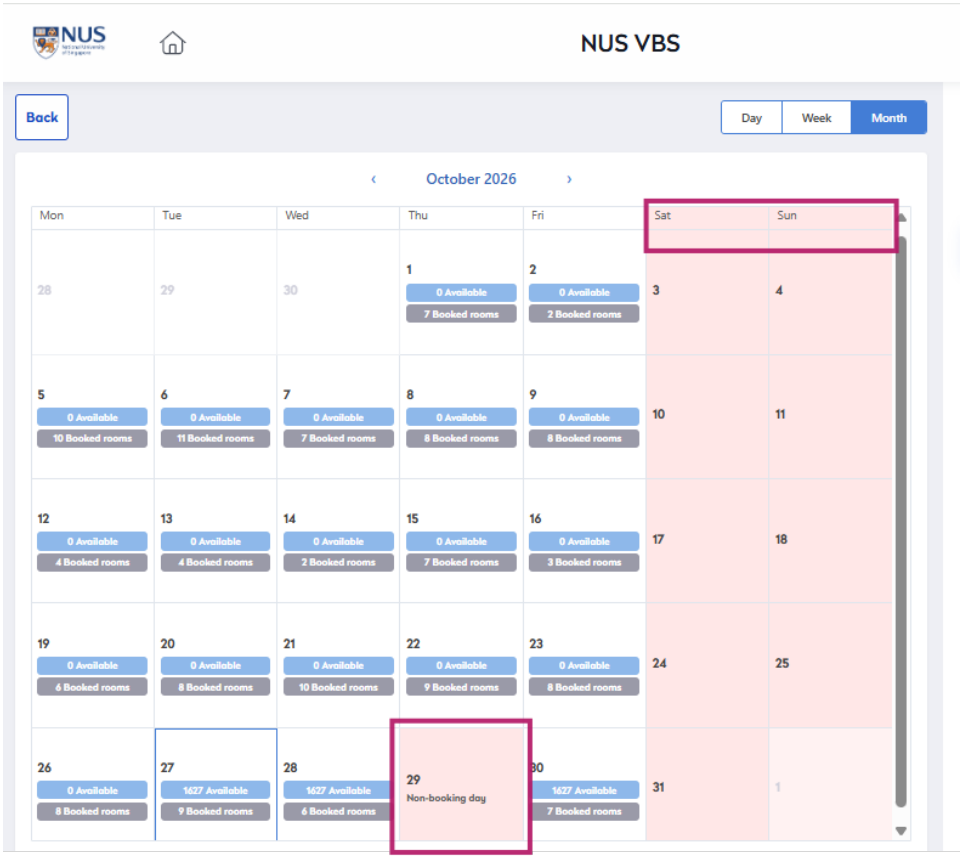
Step 5: The person icon indicates if the room requires approval to be booked.

How to check non-booking days

Step 1: Go to Calendar of your Rooms page.



Step 2: The calendar for the month will appear.

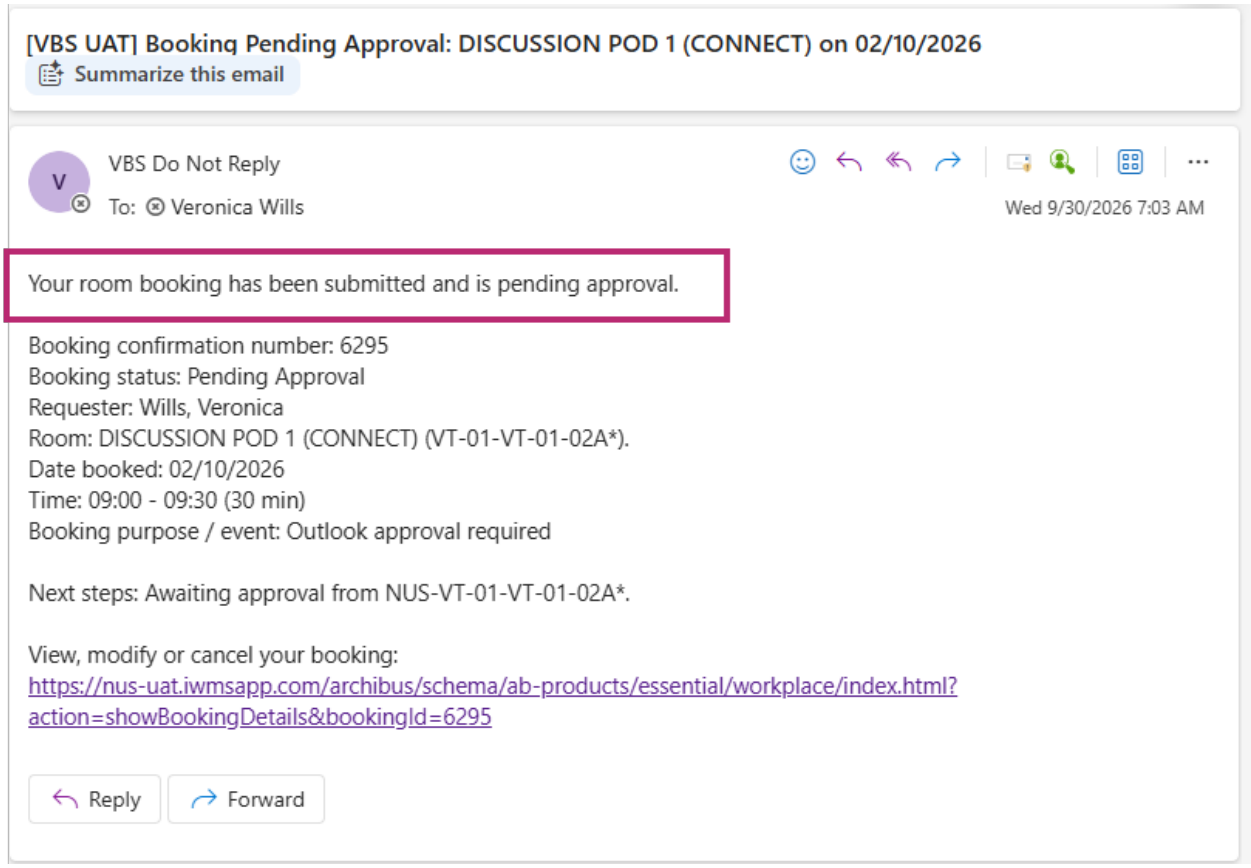


Step 3: Review the calendar for any day marked red. Saturday and Sunday are marked in red as non-bookable days.

4.2 When Approval is Needed

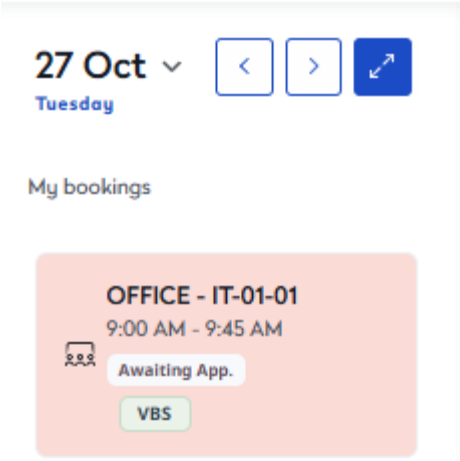
What happens during approval.

Step 1: You submit booking and click Submit button the booking will be created and an email sent to you.

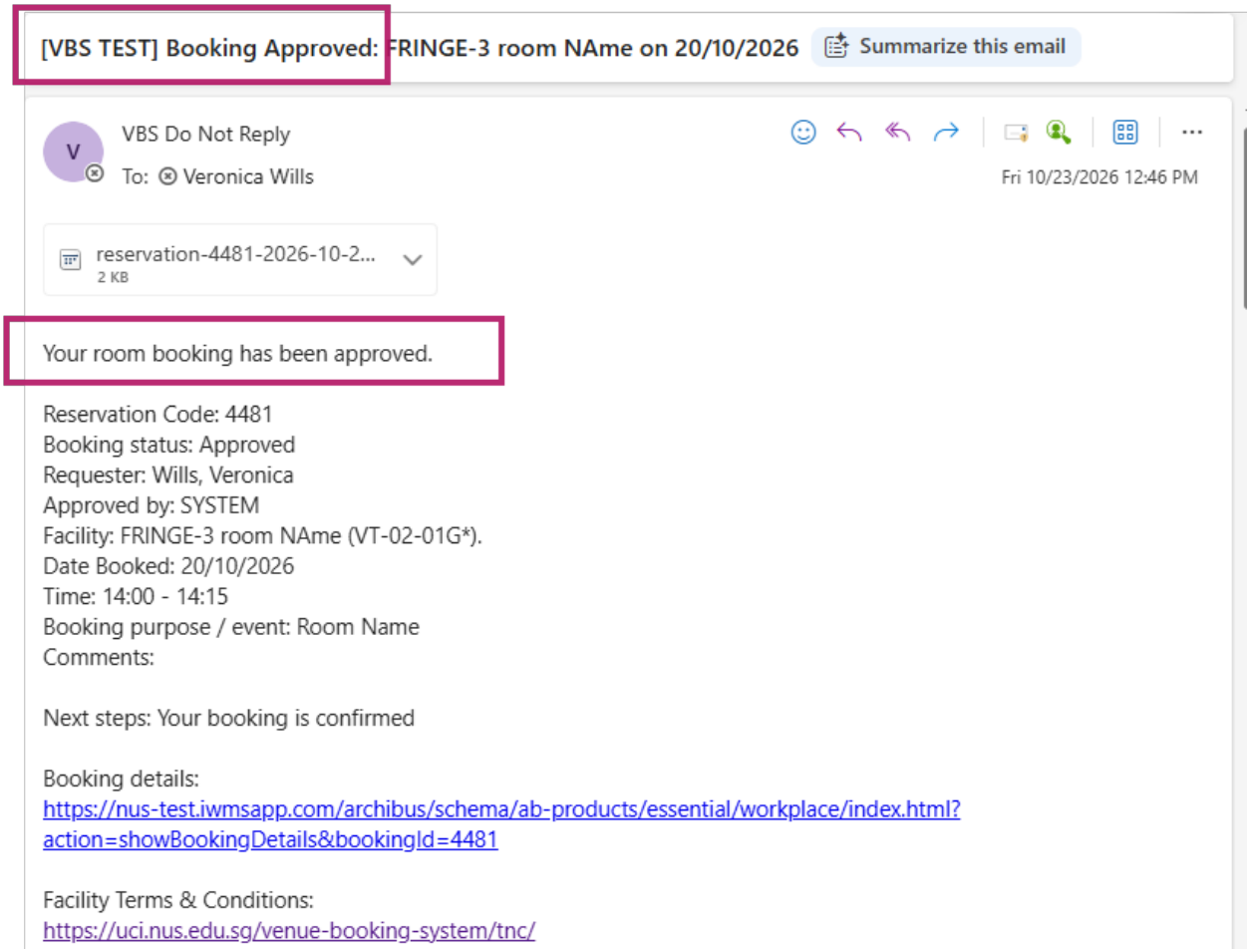


Step 2: Notification is sent to the approver team asking them to review and approve your booking.

Step 3: The default is that approval can take up to 3 days to complete. Your booking will appear like this in the VBS calendar.



Step 4: When the approver has made the decision, you will receive an email advising if the booking has been approved or rejected.



Step 5: If the approval window has passed the booking will either be auto-accepted or auto-rejected by the system. You will be advised by email of this action.

4.3 Email Notifications

When you make a booking on either Outlook or VBS you will receive an email confirmation of the booking. This is the list of times that you as the requestor will receive the email.

Email Type	When
Confirmation	Confirmation of either a VBS booking or an Outlook booking
24 Hour Reminder	You will receive an email reminder 24 hours before your booking commences
Approval Status / Rejected Status	You will receive emails to advise of the status of any bookings requiring approval
Auto Rejection	If you booking is auto rejected, you will receive an email
Check-In Needed	If you need to check into a room, you will receive a Check in email 15 minutes prior to the booking commencing.
No-Show Detected	If you fail to check into the room, you will receive an email reminder to check in.

5 PART 4: TROUBLESHOOTING 🔍

5.1 Common Problems and Solutions

This section helps you resolve the most common issues you might encounter while using VBS.

5.1.1 Cannot log in

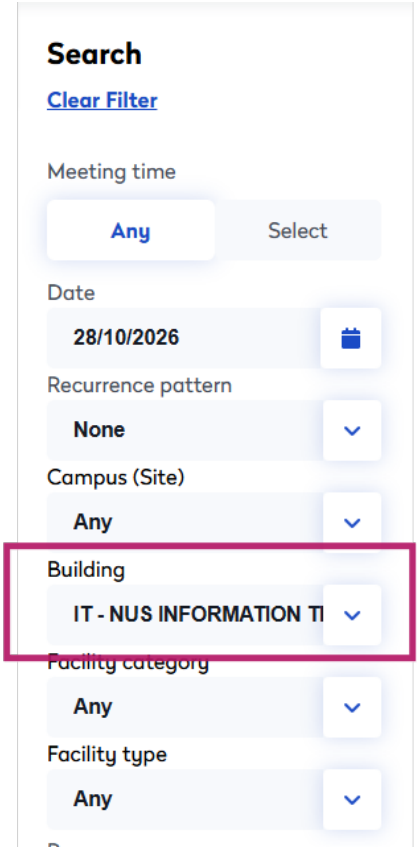
If you cannot log in, please contact the Super Admin team. They will be able to review your access.

5.1.2 Cannot find available rooms

There are several things you can do if you cannot find available rooms. Consider changing the search criteria.

5.1.2.1 Ensure that you have selected the correct building.

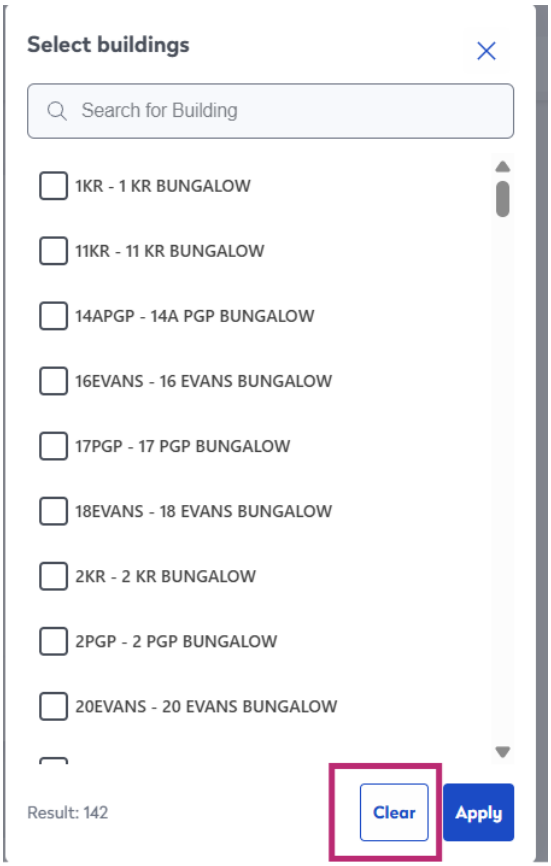
Step 1: Look at the **Search panel** on the right side of your screen and the **Building** filter section.



Step 2: Check which buildings you have selected.

Step 3: Click on the building drop down arrow and the popup form will appear.

Step 4: Click on Clear to remove the existing building selection.



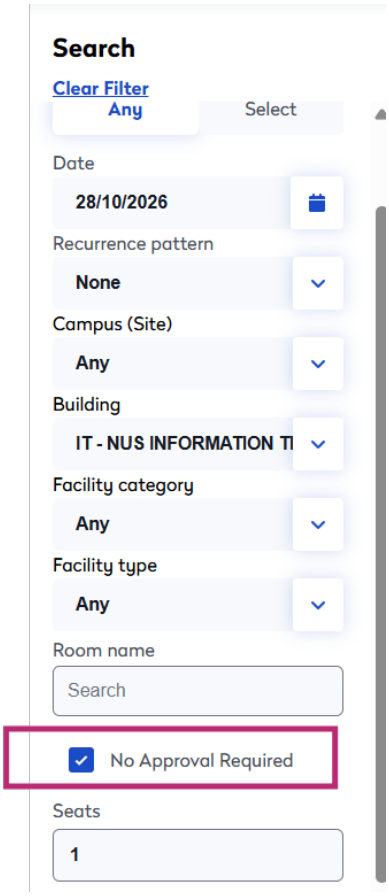
Step 5: Place a tick in the checkbox next to your intended building.

Step 6: Click on Apply to show the available rooms for that building.

5.1.2.2 Ensure that the Reservable option is turned off

The **No Approval Required** check box might be turned ON, which hides all rooms which require approval from your search.

Step 1: Look at the **Search panel** on the right side of your screen and the **No Approval Required** section.

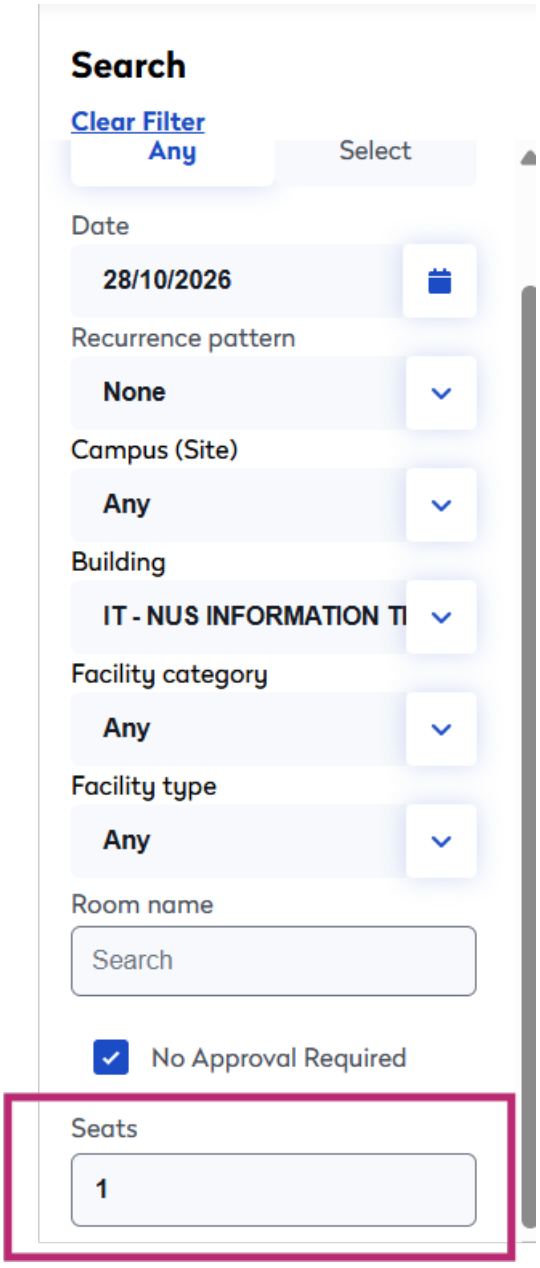


Step 2: Change the checkbox to unticked.

Step 3: Rooms that require approval within the other search parameters will appear.

5.1.2.3 Seating Capacity

Rooms may not appear due to the seating capacity.



Step 1: Change the value of the Seats setting in the Search.

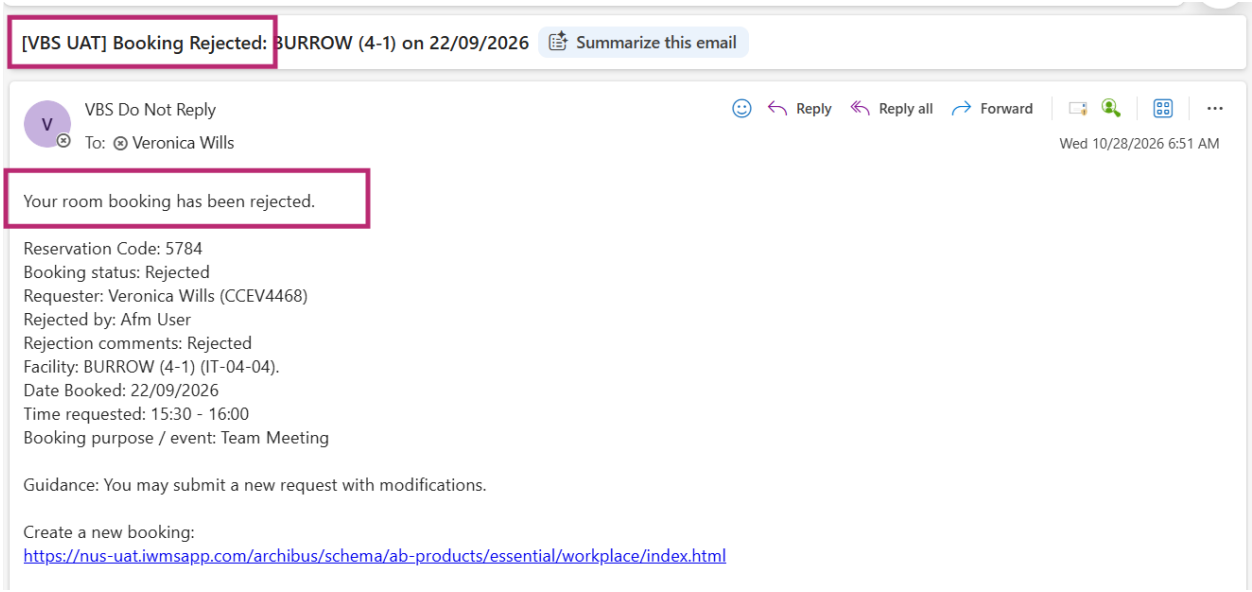
Step 2: Rooms displayed will change based on the seating capacity that you select. The number you enter is the minimum number of seats in the room.

5.1.2.4 Book earlier

Rooms may all be taken because you 're booking too close to the date you need. Popular rooms get booked quickly, especially during peak hours.

5.1.3 Booking was rejected

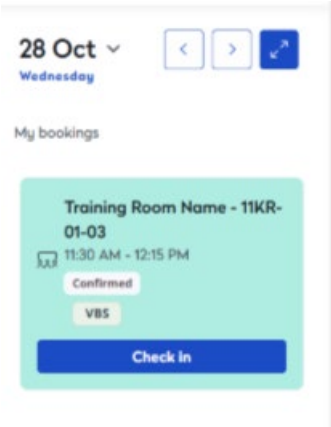
When your booking is rejected, look for another room to book. When your booking is rejected, you will receive an email advising of this.



Step 1: Go into VBS and book another room.

5.1.4 Check-in problems

If you have trouble checking into a room from the QR code, you can use the link from VBS.



Let your Building Admin know if you still cannot successfully check in.

6 PART 5: HELP & SUPPORT 💡

Making the most of VBS

6.1 Best Practices

Follow these simple tips to make VBS work better for everyone:

6.1.1 Book early

Do not wait until the last minute.

Popular rooms fill up quickly.

Book **at least 3-7 days in advance** when possible

Why it matters: Last-minute bookings have limited room options.

6.1.2 Check in on time

Scan the QR code when you arrive at the room.

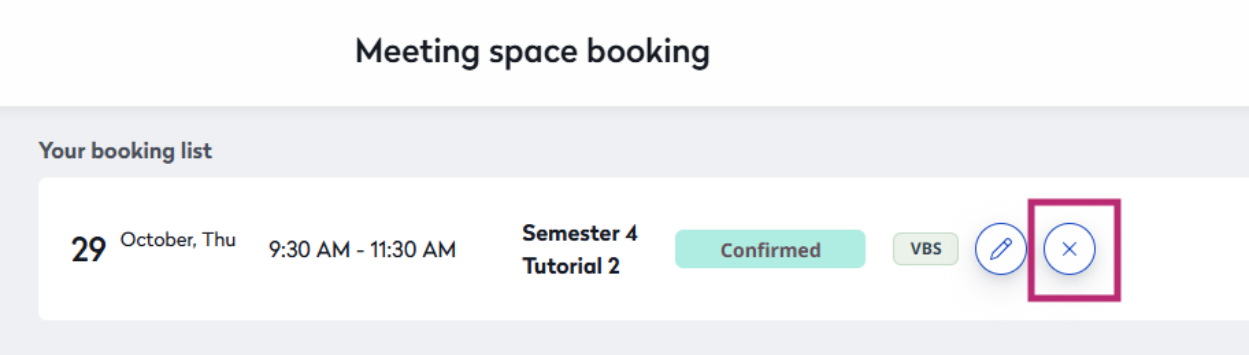
Check-in window: 15 minutes before to 15 minutes after your start time

Why it matters: No-shows waste space. If you do not check in, your booking may be cancelled automatically.

6.1.3 Cancel if you cannot attend

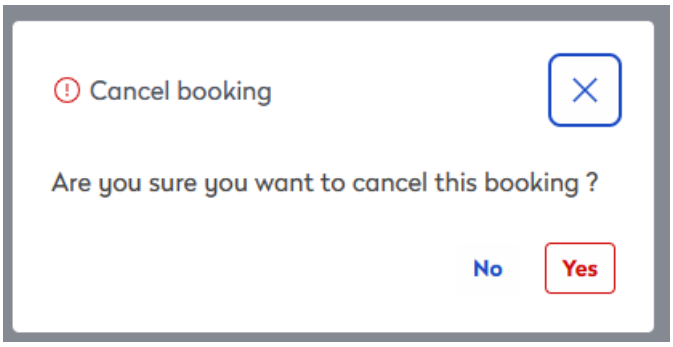
Cancel as soon as you know you will not need the room.

Step 1: Go to VBS and select My Bookings.



Step 2: Click on the booking you wish to cancel.

Step 3: Click on the X and the Cancel Booking popup will appear.



Step 4: Click Yes to confirm cancelling your booking.

6.1.4 Choose the right room size

Do not book a 50-person room for five people.

Check the room capacity on the room card.

Match room size to your actual attendee count.

Why it matters: Large rooms are in high demand. Booking oversized rooms wastes resources and may require unnecessary approval.

6.2 Getting Help

6.2.1 Who to contact for what

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

6.3 Glossary of Terms

List of terms used in the document

Term	Definition
Amenities	Equipment and features available in a room (projector, whiteboard, etc.)
Approval	Permission required from an administrator before your booking is confirmed
Auto-Rejection	Automatic cancellation of a booking when approval deadline passes without action
Booking Bucket	Category grouping for rooms (e.g., Rooms, Teaching Facilities)
Building Administrator	Person responsible for managing rooms in a specific building
Check-In	Confirming your physical presence in a room by scanning the QR code
Confirmed	Booking status means your reservation is approved and active
Facility Category	Type of space (Meeting Room, Classroom, Study Space, etc.)
My Bookings	Your personal list of all past, current, and upcoming reservations
No-Show	When you have a confirmed booking but do not check in or use the room
Non-Booking Day	Date when rooms cannot be reserved (holidays, weekends for some rooms)
Operating Hours	Time range when a room is available for booking (e.g., 8 AM - 6 PM)
Pending	Booking status meaning your request is awaiting approval
QR Code	Square barcode at room entrance used for check-in
Recurrence Pattern	Setting for repeating bookings (Daily, Weekly, Monthly)
Rejected	Booking status meaning your request was declined by an approver
Reservable	A room that can be booked through VBS
Room Arrangement	Seating setup and configuration of a room
Seats	Maximum number of people allowed in a room
SSO (Single Sign-On)	NUS unified login system (one username/password for all systems)
User Group	Your role category (NUS Staff, NUS Student, NUS Visitor) determining booking privileges

6.4 Facility Categories List

VBS organizes spaces into various categories. Here is what each type is used for:

Category	What It Is	Typical Use
Meeting Rooms	Standard conference and meeting spaces	Team meetings, small group discussions, presentations
Teaching Facilities	Classrooms and lecture halls	Classes, seminars, workshops, training sessions
Study Spaces	Quiet individual or group study areas	Student study sessions, exam preparation, research
Event Venues	Large spaces for events and gatherings	Conferences, seminars, town halls, ceremonies
Collaborative Spaces	Open work areas with flexible seating	Group projects, brainstorming, informal meetings
Labs	Specialized rooms with equipment	Research, experiments, technical work (often restricted access)
Performance Art Spaces	Rooms for presentations and performances	Rehearsals, presentations, recordings
Outdoor Spaces	External areas on campus	Outdoor events, exhibitions, ceremonies (weather dependent)