St Mary's University Twickenham London

CELCAT

Room Booker Guide

for requesting and cancelling room bookings

VER. 1.1

Timetabling Dept
October 2021

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Important – This user guide will be subject to continuous update, so it is advisable to read it on line rather than printing it to make sure that the user is looking at the most up to date version. The version number on the front page will be updated to reflect any changes.

Logging into CLECAT Room Booker

You can access the room booker system via the link below or from the timetable page on the St Mary's staff link website. The direct link to the room booker system is: https://celcat.stmarys.ac.uk/

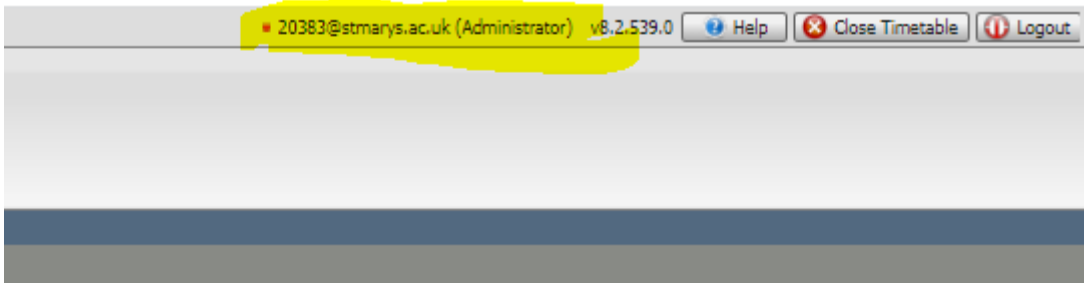
1. The sign in page will then appear:

2. Select the current year timetable and click "Login" or double click the current year timetable.

3. This will take you through the St Mary's multi-factor authentication (MFA) process. Your username is in the format XXXXX@stmarys.ac.uk, where XXXXX is your staff number (or login name)

4. You'll be logged in CELCAT with your default role.

5. Once you are logged in you'll be able to select a different role (if you have more than one) by clicking your username/role in the top right-hand corner of the CELCAT window - next to the buttons "Help", "Close Timetable" and "Logout" – see below. To use CELCAT Room booker, please make sure that Role filter is set to **Room Booker (Staff)**



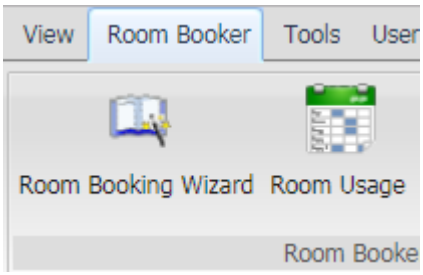
6. When you finish with CELCAT, for security reasons you should click the "Logout" button.

Note: If you are unable to access CELCAT, please contact the helpdesk@stmarys.ac.uk who will be able to assist.

Using the room booking wizard to submit a booking request

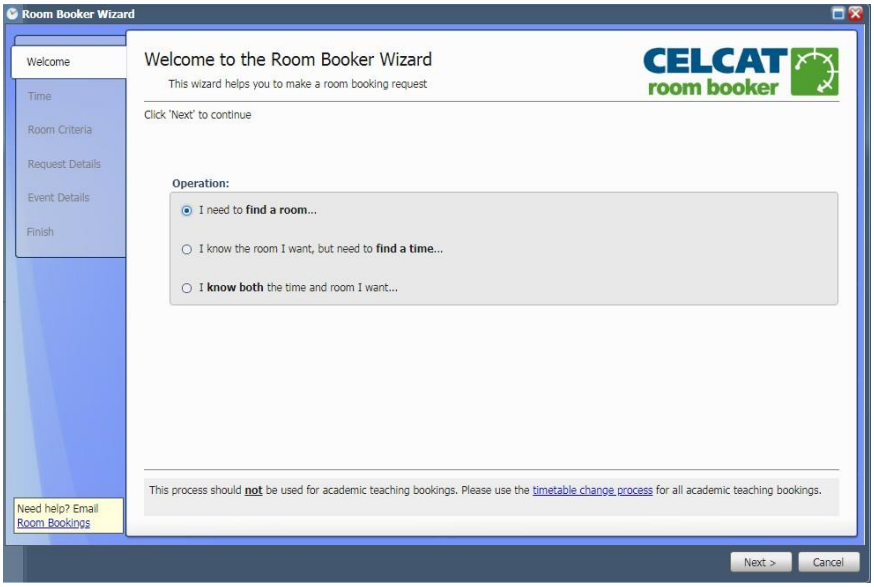
1. The room booking wizard should open automatically as soon as you log in.

   If the room booking wizard does not open automatically, select 'Room Booker Wizard' from the 'Room Booker' menu.



2. When the room booker wizard page opens you have 3 options:

   a. **I need to find a room** - This option allows you to process a room booking request for a specified time and find an available room.
   b. **I know the room I want**, but need to find a time - This option allows you to process a booking request for a specified room and find an available time.
   c. **I know both the time and room I want** - This option allows you to process a room booking request for a specified time and room.

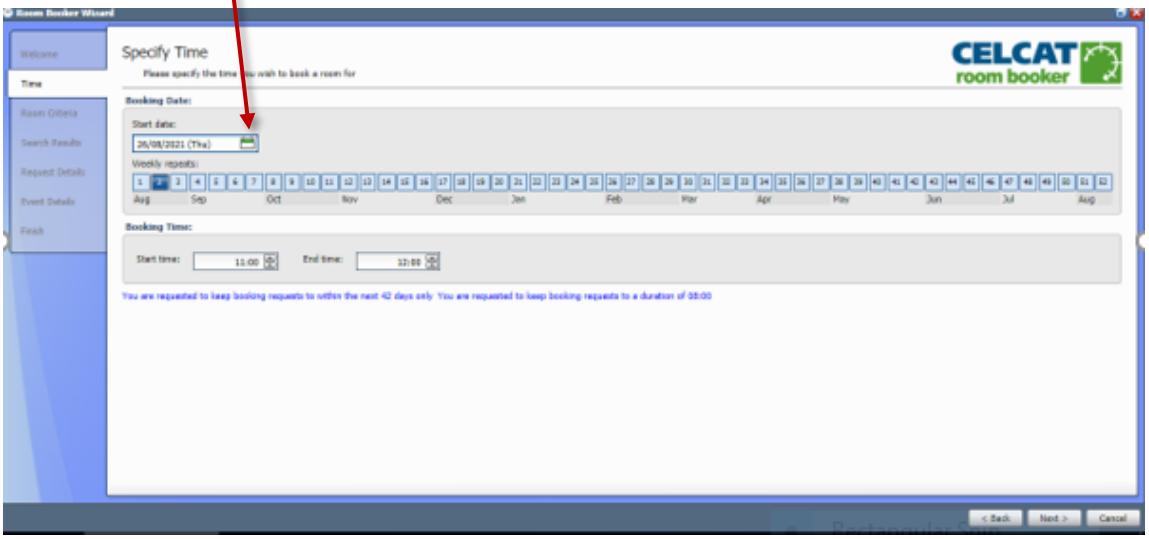


The option that most people will find useful is option 1 - 'I need to book a room' and this user guide concentrates on that option.

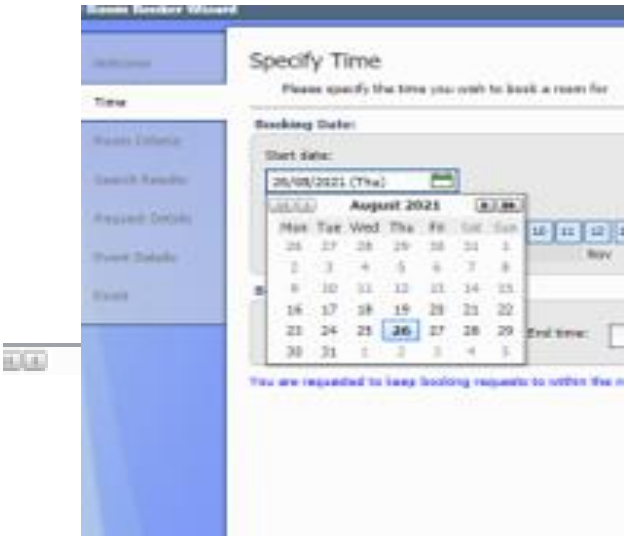
Submitting your room booking request

1. After you have selected the option '**I want to find a room'** the date selection page will open.

2. Click on the calendar icon alongside the start date box to open up the date selection calendar.



3. Select the date you wish to book the room for. You can use the forward button to select a date in a future month.

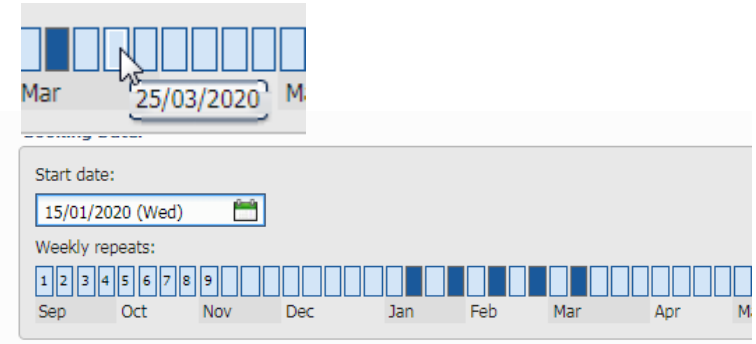


Note: You can book a room for up to 42 days in the future but not beyond that.

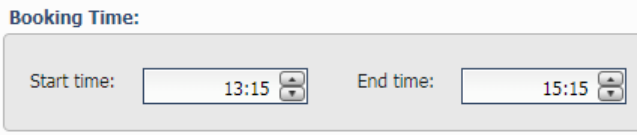
4. *If you only wish to book a room for 1 day/week please ignore this step*.

   Once you have selected the date you wish to book the room for, you can use the week selector to select any repeating weeks by clicking on the additional week(s) you wish to book a room for. The weeks you have selected will turn dark blue in colour.

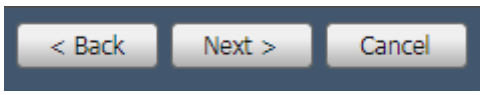
   You can only select weeks in which you have the access to book a room. If you hover over a specific week, you'll see the week start date.



5. Once you have selected the date and any additional weeks, enter the start and end time in the relevant field.



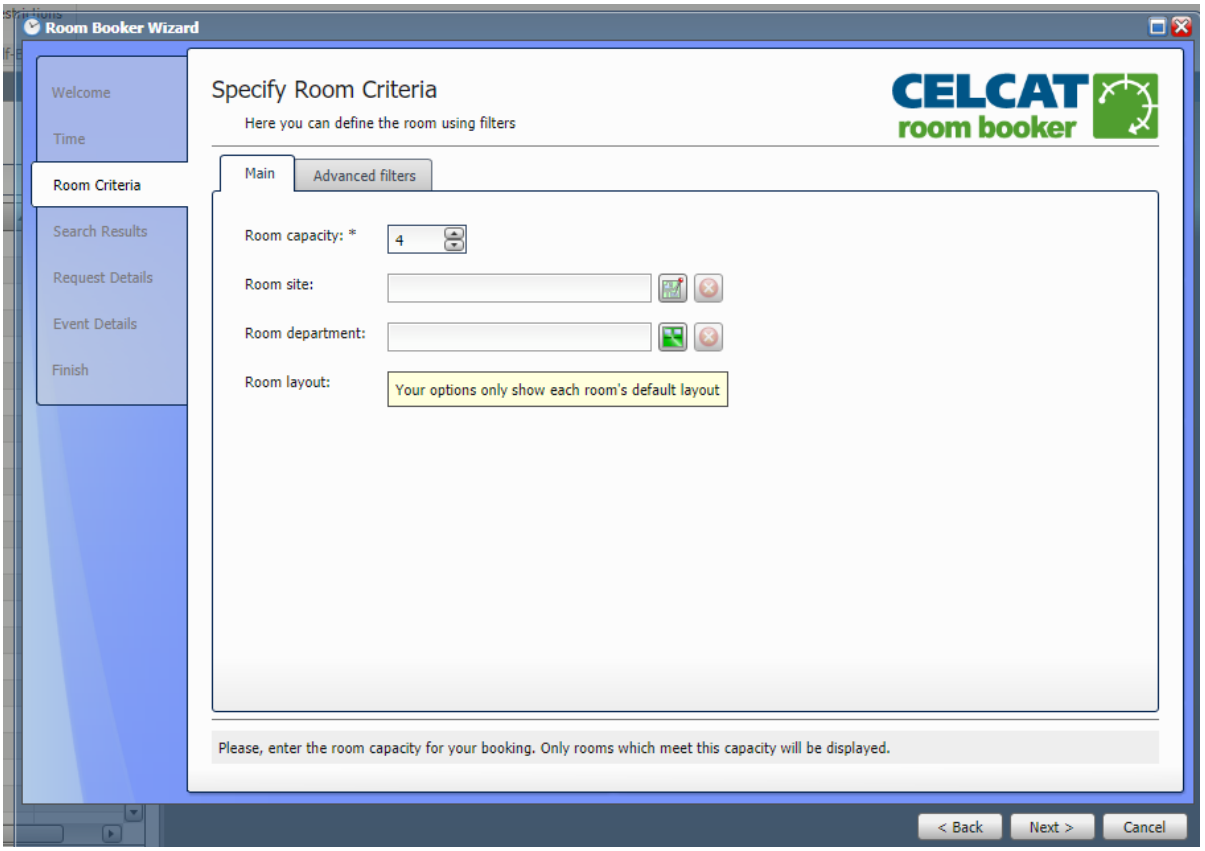
6. Once you have entered the start and end time, click Next at the bottom of the page



Specifying your Room Criteria

On the specify room criteria page you can enter how many people you require the room for.

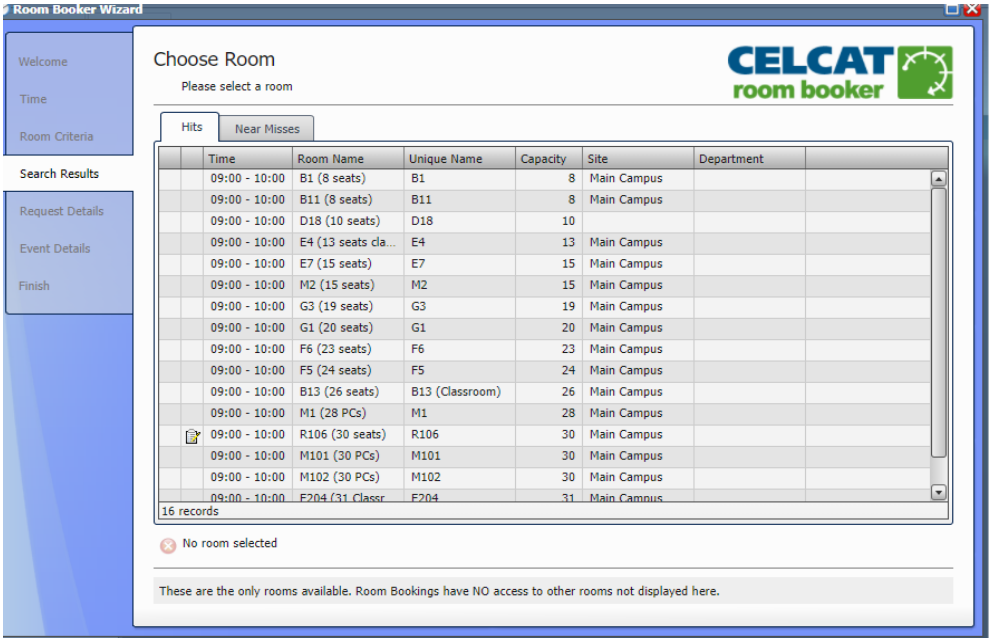
1. In the Room capacity field enter the number of people you need the room for. Only rooms large enough for that capacity will be displayed therefore it's important that that number is accurate.
2. **Please leave the Room Site and Room Department sections empty.**
3. Click Next



Choosing your room

Once you have entered the room selection criteria and clicked next you'll see a list of available rooms.
If you don't see any rooms, this means there are no available rooms that match your criteria – namely day and time. Click the back button to go back to the 'specify time' and 'specify room criteria' pages and choose an alternative. You may also find it useful to remove the room type (if entered) as leaving this field blank will show all available room.

1. From the list of available rooms, click the one you wish to request and click next.



Specifing your Request Details

On the specify request details screen you enter details relevant to this individual request.
You do not need to enter request notes or additional participants (steps 3 & 4 below).

1. In the 'Booking Request Title' enter what the booking is for. For example, 'Group Work', 'Individual Study', 'Staff team meeting', 'meeting with xxxx' etc. The booking title will appear on the large timetable screens around the campus as well as on your timetable or outlook calendar.

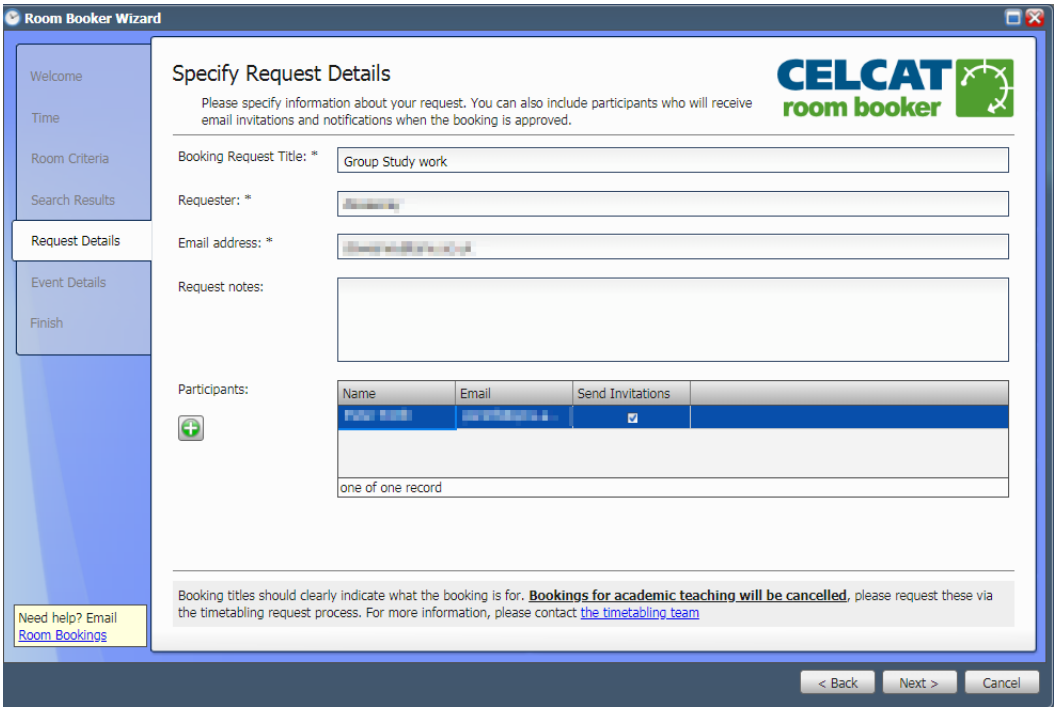
   Please note, the Room Booking team may have to contact you if the event title does not make it clear what the booking is for.

   Both the requester and email address should be populated directly from your user account details. If not, simply enter your name and SMU email address.

2. You can enter any notes in the request notes section. **If you require an accessible room please make sure to include this in the notes field.**

   Do not request room alterations and layout changes, or catering via this field as these will not be actioned. For catering arrangements, please contact Catering.

3. You can also add additional participants to the request. Doing this will ensure they are sent a booking confirmation email when the booking has been confirmed. To add a participant, click the green plus sign and then enter their name and email address in the relevant field. Double click the 'sent invitations 'box to ensure the participant receives an email notification.



4. Click the next button

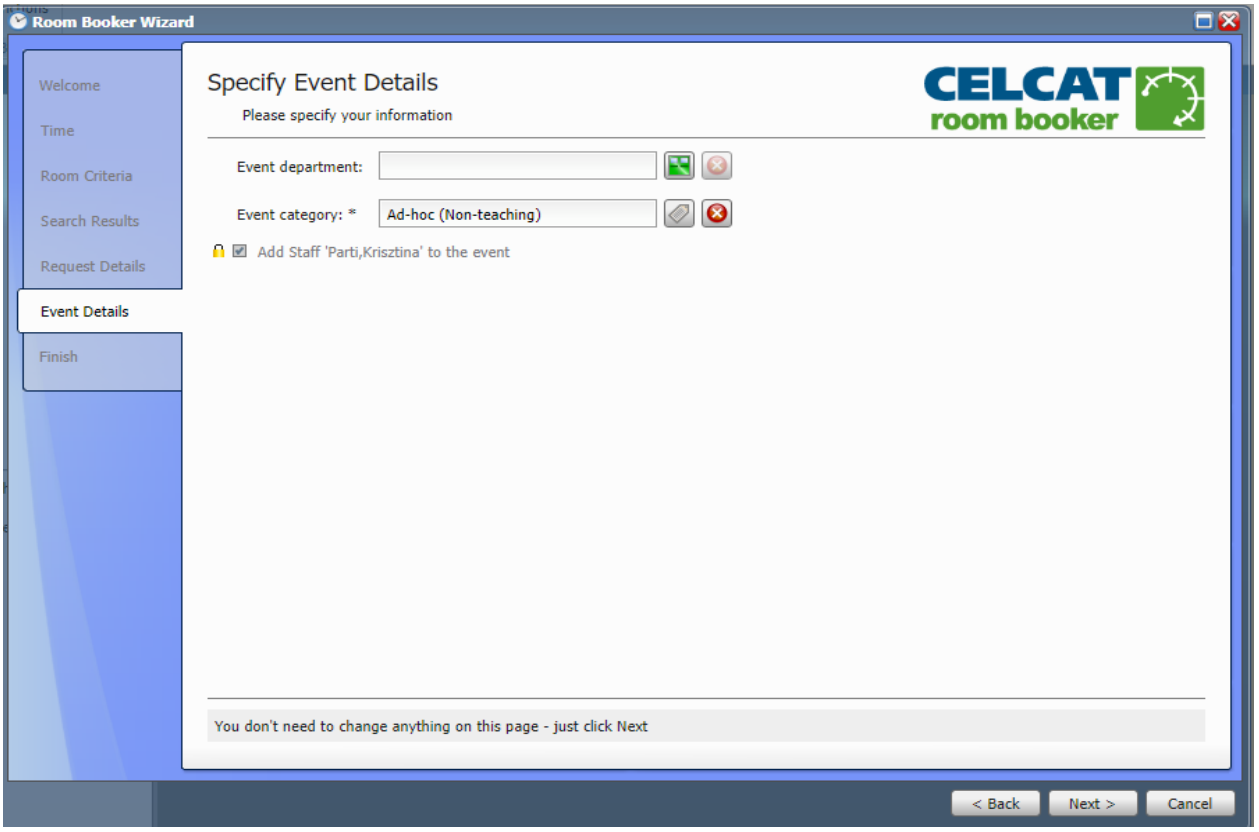
Note: The Room Booking team do not have access to rooms which are not shown here. If you cannot see any rooms, it is because there are none available that match your selection criteria. The booking request title may be altered by the Room Booking team to make it more appropriate to the nature of the booking.

Specifying your Event Details

1. Celcat Room Booker will only show one event category as a default: Ad-hoc (Non-teaching) and you will not be able to change this.

2. Please leave the Event department field blank

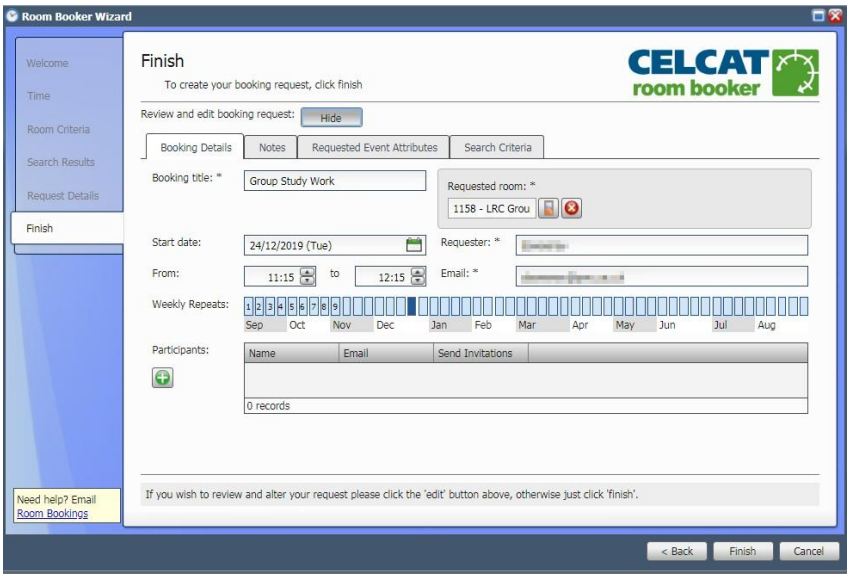
3. Click Next



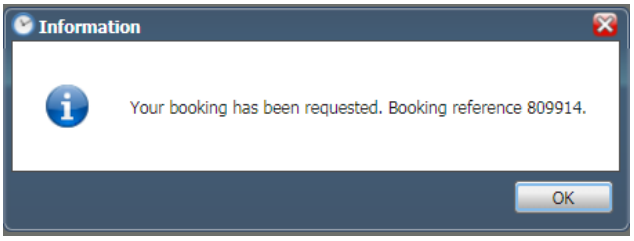
Submitting your booking request

1. If you are happy with your request and don't want to make any changes, go straight to step 2.

   If you want to view or amend your request, click the 'edit' button. Edit the details you want to, find and then click finish. You do not get the option to search for rooms which are free using this edit function. A suitable room will be automatically assigned. Click finish and you will receive confirmation that your request has been received.



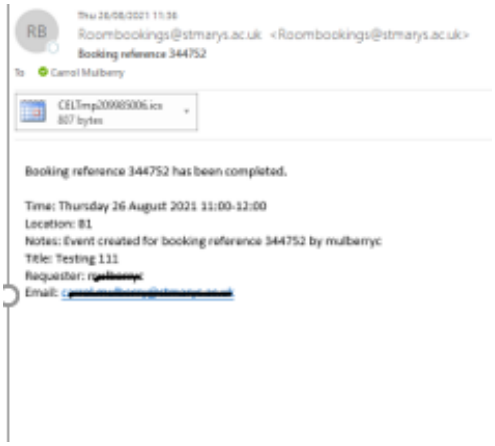
2. Click the Finish button. Your request will now be submitted. You will receive an email informing you the booking has been requested. The booking reference will also be displayed on the screen.



Note: At this stage, the request has not been confirmed nor is it guaranteed. The request will now be reviewed by the Room Booking team.

Confirmation

1. Once your request has been reviewed and approved by the Room Booking team, you'll receive an email confirming the booking.



2. In some instances, the Room Booking team may need to contact you for further information or to query what the request is for. In these instances, your request is not confirmed until an email confirmation is received, as shown above.

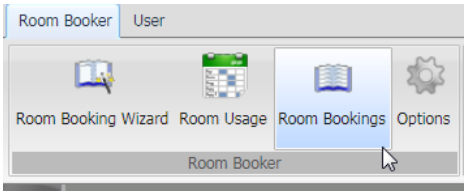
Viewing and Cancelling Your Booking Requests

Viewing your booking requests

The status of your room requests and confirmed bookings can be viewed using the Room Bookings icon on your Room Booker ribbon.

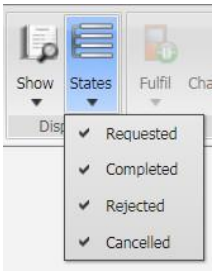
1. Close down the room booker wizard by clicking cancel in the bottom right hand corner.

2. From the Room Booker ribbon, click the room bookings icon.

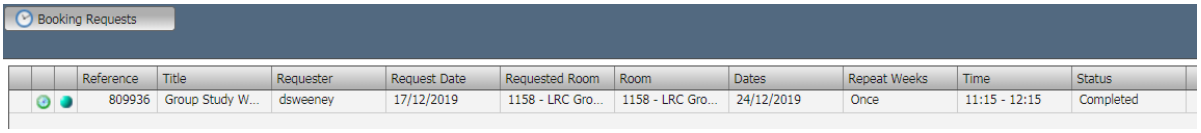


3. Once you have selected the Room Bookings icon, the Booking Request pane will open. To ensure that you are seeing all of your booking requests, select Show on the Room Booker ribbon and check that both My Booking Requests and Past Requests are selected.

4. To filter your booking requests, select States on the Room Booker ribbon and select the bookings that you wish to view. To see all your bookings, regardless of status ensure all options are selected.



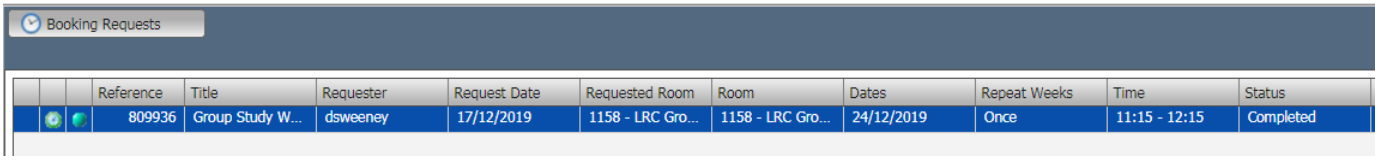
5. In the Booking Requests pane, you can see your booking reference number, the title of your event, the date/time requested, the room requested, the room allocated and the status of your booking.



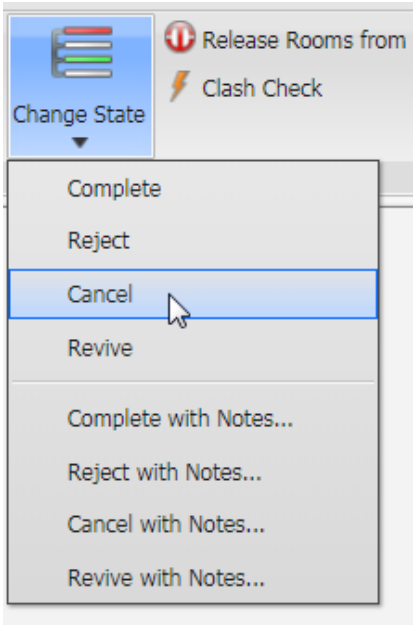
Cancelling a booking request

To cancel a request, follow the steps above to view your bookings.

1. Click on the booking you want to cancel in your room bookings list. This booking will be highlighted in blue.

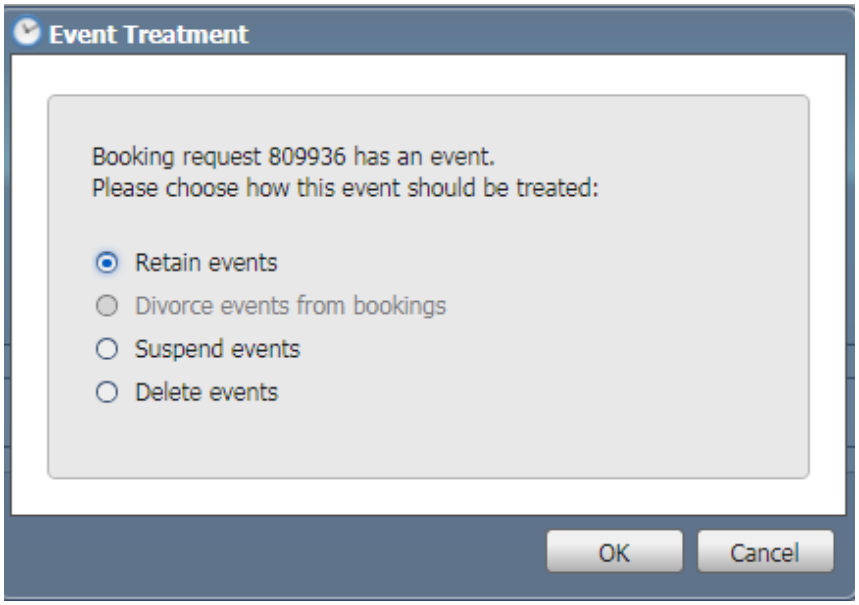


2. In the Room Booker ribbon, click on 'Change State' option and then click 'Cancel'



3. The Event Treatment window below will then appear. Change the option to 'Retain events' and click OK

   The event will be deleted once it's been approved by the Room Booking team.



4. You'll receive an email after you request the cancellation and also after its been approved.

After you have received both emails, your booking has been cancelled and the room is no longer booked for you.

Frequently Asked Questions

- **I can't log in. What should I do?**
  I f you've tried your usual SMU username and password and you still can't log in, email the helpdesk@stmarys.ac.uk and one of the team will look into it for you and get back to you.

- **I can't find a room; can the Room Bookings team find a room for me?**
  The Room Bookings team do not have access to a different set of rooms, so it is unlikely that the Room Booking team will be able to find a room if none are showing as available.

- **I need to book a room outside the time frame I'm allowed.**
  Unfortunately, it is not possible to book a room outside the allowed period (42 days for staff, 14 days for Students).

- **I requested a specific room but it's been changed.**
  On occasion, it may be necessary to change the specific room you requested due to teaching or other commercial commitments. Any rooms changed will be of a similar specification. Timetabled teaching takes priority over all other requests for space at St Mary's University