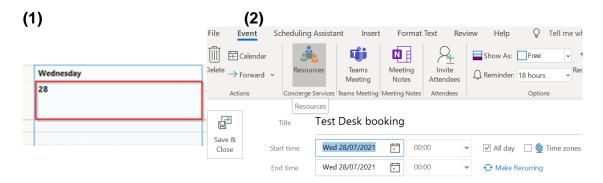
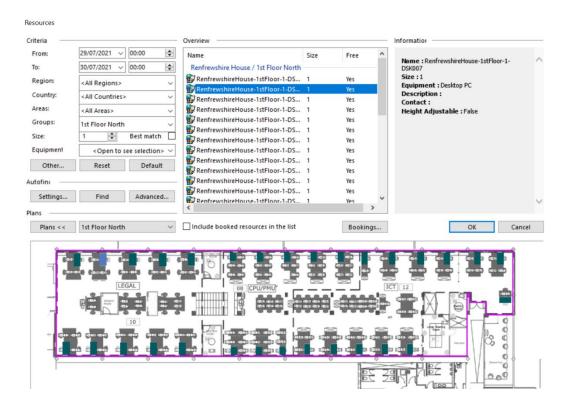
How to book a desk

Open the calendar within Outlook and navigate to the day you want to book a desk for. Double click the date at the top of the calendar (1) and this will automatically make this an 'All day' booking (2) and show you as Free



You should then click the **Resources (Concierge Services) button** along the top left of the menu.

This will display the desk list and the floor plan areas you can select from. NOTE: it can take several seconds to show the available desks.



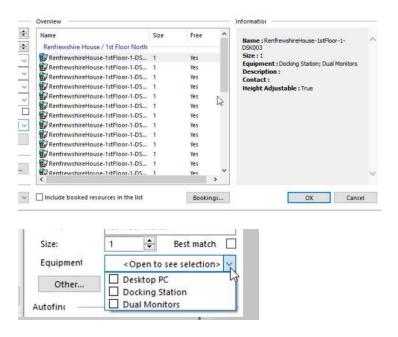
If you want to see desks already booked, click on 'Include booked resources' and to view who has booked a desk, select the 'Bookings' button

From the **Groups** drop down menu select the area/floor of the building you wish to find a desk on. *TIP: If you are likely to book a desk regularly in the same area then select that location from the Groups drop down and click the Default button underneath. This will save that area as your preferred location.*

The available desks will appear as a list in the top half of the window with a corresponding floor plan in the bottom half highlighting available desks in dark teal colour.

Click the desk names in the list to move between desks - the corresponding selected desk will be highlighted in pale blue on the floor plan. *NOTE: if your screen display settings have the resolution set to 100% then you will also be able to use the mouse to point and click your preferred desk on the floorplan*

You can see whether a desk has specific attributes associated with it e.g., it has a desktop PC on it, or is a height adjustable desk within the Information box on the right-hand side. You can refine your search by equipment and other attributes by selecting these from the **Equipment drop down** or clicking 'Other' below the Equipment drop down.



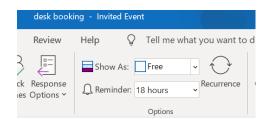
Once you have selected your preferred desk click **OK**, and then enter a name for your booking in the Event window (e.g., '**Desk booking**') before clicking the **Send** button. This sends your desk booking request to the system.

If your booking is accepted, you will receive a confirmation email.



If your booking is not accepted, you will receive a declined email.

The booking will show up as an all-day calendar entry and shows you as free.



You can cancel your booking by deleting the associated calendar entry. Select the calendar entry, hit the delete key and then click the **Send Cancellation** button on the calendar entry window.

NOTE: The system will not send you a confirmation email of your cancellation - once the entry is no longer showing in your calendar, it has been cancelled.