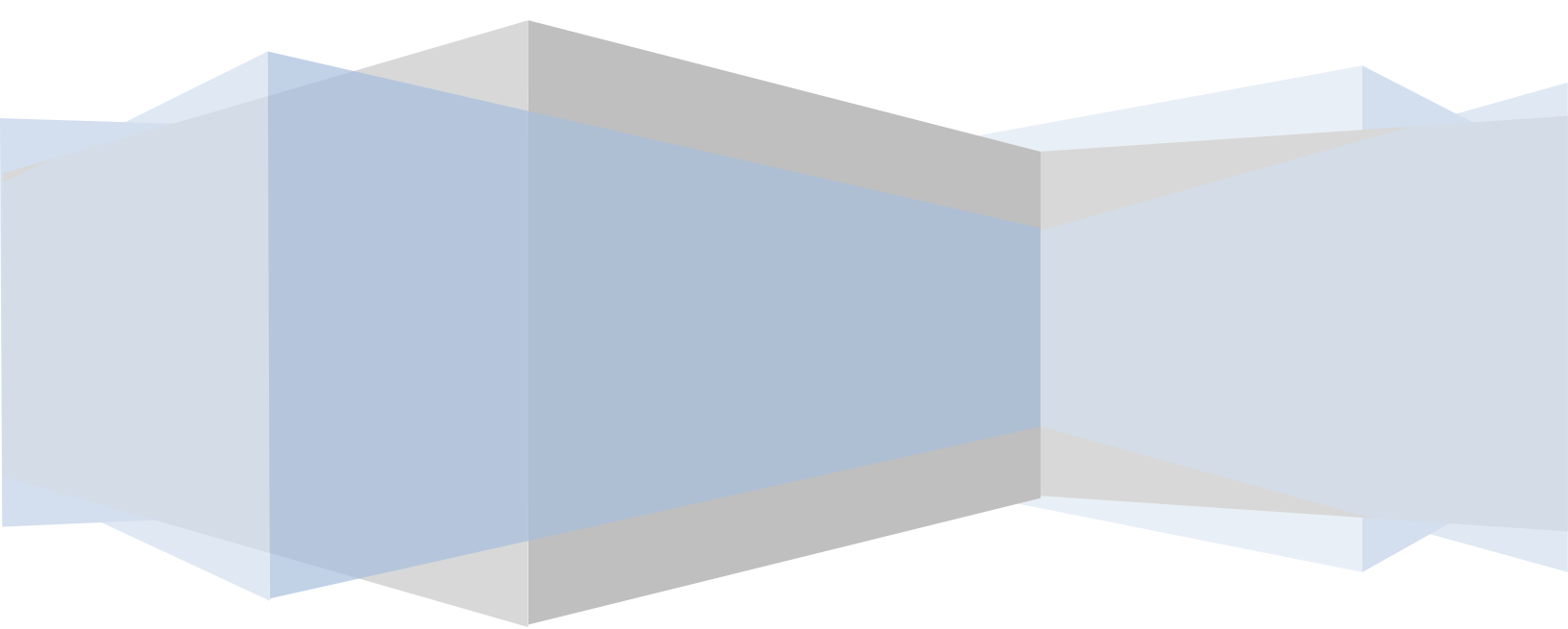


COMWeb

COMWeb User Guide- Facility Reservations

V2.0701.2009

mkatz

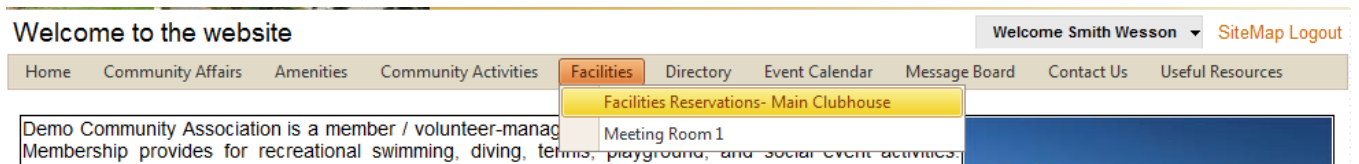


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Getting Started

The Facility Reservations system will help you quickly and easily set up an event reservation at your facility. Facility Reservations can be made through the main menu option, Facilities. Each facility that is available to reserve will show up under the Facilities menu. The Available facilities will be featured in a drop down option. To begin the facility reservation process, simply highlight and click on the facility that you are interested in using.



Reserving a Facility

Here's an example of a Facility Reservation calendar:

Home Community Affairs Amenities Community Activities Facilities Directory Event Calendar Message Board Contact Us Useful Resources

Facility Reservations

Make all your reservations for the clubhouse here.

[Add New Reservation](#)

today Jul, 2009							Day	Week	Month
Sun	Mon	Tue	Wed	Thu	Fri	Sat			
28	29	30	01 Jul	2	3	4			
5	6	7	8	9	10	11			
12	13	14	15	16	17	18			
19	20	21	22	23	24	25			
26	27	28	29	30	31	01 Aug			

My Upcoming Reservations:

Start	Event
No records to display.	

Reservation Instructions:

- To create a new reservation request, please click on the New Reservation button.
- When the form is open, please complete the details.
- To Change or Cancel a reservation, please select the reservation from either the "My Reservations List" or by clicking on the appointment subject line in the calendar.
- You cannot make or edit a reservation in the past. You can only edit your own reservations.

The Reservation calendar allows viewing any conflicting reservations at a glance. You can create a reservation as well as view any upcoming reservations that you have in the system.

To request a reservation, click on the Add New Reservation button located at the top of the reservation calendar.

Facility Reservations

Make all your reservations for the clubhouse here.

[Add New Reservation](#)

today Jul, 2009

A reservation request box will open and you will need to fill out the required fields.

Reservation Request:

Facility: Main Club House

Address: 123 Sunshine Street, Roswell, GA 12345

Name: Smith Wesson

Contact Phone: (555) 523-1234

Email: wesson@xpl.com

Start Date: 7/9/2009 8:00 AM End Date: 7/9/2009 11:00 PM

Event Purpose: HOA meeting

Number of Attendees:

Comments:

Estimated Costs: Deposit of \$100.00 added to 1 day(s) at \$200.00 is **\$300.00**

Accept T&Cs Acknowledge Terms of Use - [Read Document](#)

Request Status: Pending

Submit Request
Exit Form

For our example we are using the Main Club House request form. The facility you are requesting will be grayed out so please make sure that you are requesting the correct facility. If not, return to main menu options and reselect the facility of your choice. You can also check the address of the facility on the form to make sure it is the facility that you desire.

Reservation Request:

Facility: Main Club House

Address: 123 Sunshine Street, Roswell, GA 12345

Now you will need to input your name and contact information so that the facility administrator can get back to you about your request. Please fill out your name, a contact phone number, and an email address. The email address is where your confirmation will be sent.

Name: Smith Wesson

Contact Phone: (555) 523-1234

Email: wesson@xpl.com

You will need to put in the date and time of your event for the facility request. There is a built in date and time picker to help you create both easily and quickly.

The screenshot shows a facility request form with a 'Time Picker' overlay. The form fields include:

- Start Date: 7/19/2009 7:00 PM
- End Date: 7/19/2009 11:00 PM
- Event Purpose: HOA meeting
- Number of Attendees: (empty)
- Comments: (empty)
- Estimated Costs: Deposit of \$100.00 added to 1 day(s) at \$
- Accept T&Cs: Acknowledge Terms of Use - [Read Document](#)
- Request Status: Pending

The 'Time Picker' overlay shows a grid of time slots from 12:00 AM to 11:00 PM in 1-hour increments. Red arrows point from the 'Event Purpose' field to the time picker and from the time picker to the 'End Date' field.

The fields for the type of event need to be completed along with the number of attendees and any comments that you might have; such as what the event is for or special requests. Filling out the fields will help the facility administrator process your request quickly. They know the amount of attendees the event can hold and any issues with the event's time. They can also see any special request or comments that you make from the form.

The screenshot shows a facility request form with the following details filled in:

- Event Purpose: Private Function
- Number of Attendees: 75
- Comments: Birthday party for Ms. Sue Wesson.

The estimated costs of the facility are on the request page. You can see what the deposit amount and final cost amount for using the facility. You will also need to acknowledge the terms of use by checking the box. A link to a document stating the terms of use can be found next to the box. Finally, you will need to check the Submit Request button at the bottom.

The screenshot shows a facility request form with the following details filled in:

- Estimated Costs: Deposit of \$100.00 added to 1 day(s) at \$200.00 is \$300.00
- Accept T&Cs: Acknowledge Terms of Use - [Read Document](#)
- Request Status: Pending

Buttons for 'Submit Request' and 'Exit Form' are visible at the bottom.

You can see that the request status is also grayed out until the terms of use are met and the request has been processed by the administrator.

Submitting the form will make the reservation pending until either approved or denied.

Facility Reservations

Make all your reservations for the clubhouse here.

Add New Reservation

today
Jul, 2009
Day Week Month

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	01 Jul	2	3	4
5	6	7	8 Reservation Confirmed	9	10	11
12	13	14	15	16	17	18
19 Reservation Pending	20	21	22	23	24	25
26	27	28	29	30	31	01 Aug

My Upcoming Reservations:

Start	Event
7/19/2009 7:00:00 PM	Reservation Pending

Reservation Instructions:

- To create a new reservation request, please click on the New Reservation button.
- When the form is open, please complete the details.
- To Change or Cancel a reservation, please select the reservation from either the "My Reservations List" or by clicking on the appointment subject line in the calendar
- You cannot make or edit a reservation in the past. You can only edit your own reservations.

You will receive an email about your e=request for your records. It will have any additional instructions about deposits or payments needed in order to get your reservation confirmed.

Here's an example of a pending request email:

★ **Sunnyside Estates Facility Reservations** to me

This is to confirm that you have requested or modified the following Facility Reservation.

Location: Main Club House
 Start Time: 7/19/2009 7:00 PM
 End Time: 7/19/2009 11:00 PM
 Reserved by: admin on 7/9/2009 12:01:09 PM

PLEASE NOTE: Your reservation is not confirmed until it has been approved and payment, if required, has been received
 Current Status : [PENDING]
 Your Information:

Smith Wesson
 Tel: 5555231234
 Email: Wesson@ex.com
 123 Sunshine Street

Roswell, GA 12345

Event Description:
 Event Purpose :Private Function
 Attendees: 75
 Comments: Birthday party for Ms. Sue Wesson.
 Estimate Amount Due: Deposit of \$100.00 added to 0 day(s) at \$200.00 is **\$100.00**

Once the request is processed and the reservation is confirmed; you will get a confirmation email. Here's an example of a confirmation email:

★ **Sunnyside Estates Facility Reservations** to me

This is to confirm that you have requested or modified the following Facility Reservation.

Location: Main Club House
 Start Time: 7/19/2009 7:00 PM
 End Time: 7/19/2009 11:00 PM
 Reserved by: admin on 7/9/2009 12:01:29 PM

PLEASE NOTE: Your reservation is not confirmed until it has been approved and payment, if required, has been received
 Current Status : [CONFIRMED]
 - Show quoted text -

Your newly confirmed event will also be displayed in the Facilities Reservations calendar on the date you requested as well as displayed in your upcoming events box at the top of your page.

Facility Reservations
 Make all your reservations for the clubhouse here.

[Add New Reservation](#)

Jul, 2009							Day	Week	Month
Sun	Mon	Tue	Wed	Thu	Fri	Sat			
28	29	30	01 Jul	2	3	4			
5	6	7	8 Reservation Confirmed	9	10	11			
12	13	14	15	16	17	18			
19	20	21	22	23	24	25			
26 Reservation Confirmed	27	28	29	30	31	01 Aug			

My Upcoming Reservations:

Start	Event
7/19/2009 7:00:00 PM	Reservation Confirmed

Reservation Instructions:

- To create a new reservation request, please click on the New Reservation button.
- When the form is open, please complete the details.
- To Change or Cancel a reservation, please select the reservation from either the "My Reservations List" or by clicking on the appointment subject line in the calendar
- You cannot make or edit a reservation in the past. You can only edit your own reservations.

By clicking on the existing reservation, you can see the reservation in its entirety. The reservation has been changed from pending to confirm.

Facility Reservation

Reservation Request:

Facility: Main Club House

Address: 123 Sunshine Street, Roswell, GA 12345

Name: Smith Wesson

Contact Phone: (555) 523-1234

Email: fatkatz4@gmail.com

Start Date: 7/19/2009 7:00 PM End Date: 7/19/2009 11:00 PM

Event Purpose: Private Function

Number of Attendees: 75

Comments: Birthday party for Ms. Sue Wesson.

Estimated Costs: Deposit of \$100.00 added to 0 day(s) at \$200.00 is **\$100.00**

Accept T&Cs Acknowledge Terms of Use | [Read Document](#)

Request Status: Confirmed

Submit Request **Cancel Existing Request** **Exit Form**

Canceling a Reservation

You can cancel your existing reservation by clicking on the Cancel Existing Request button. This will cancel your existing reservation in the calendar and in the system.

☰
Facility Reservation

Reservation Request:

Facility: Main Club House

Address: 123 Sunshine Street, Roswell, GA 12345

Name: Smith Wesson

Contact Phone: (555) 523-1234

Email: fatkatz4@gmail.com

Start Date: 7/19/2009 7:00 PM
📅 ⌚
End Date: 7/19/2009 11:00 PM
📅 ⌚

Event Purpose: Private Function

Number of Attendees: 75

Comments:
 Birthday party for Ms. Sue Wesson.

Estimated Costs: Deposit of \$100.00 added to 0 day(s) at \$200.00 is **\$100.00**

Accept T&Cs Acknowledged Terms of Use - [Read Document](#)

Request Status: Confirmed

Submit Request
Cancel Existing Request
Exit Form

You will receive a cancellation email. Here's an example of a cancellation email:

This is to confirm that you have requested or modified the following Facility Reservation.

Location: Main Club House
 Start Time: 7/19/2009 7:00 PM
 End Time: 7/19/2009 11:00 PM
 Reserved by: sharpshooter on 7/9/2009 12:22:15 PM

PLEASE NOTE: Your reservation is not confirmed until it has been approved and payment, if required, has been received
 Current Status : [CANCELLED]
- Show quoted text -

Your cancelled reservation will can be viewed on the facilities Reservation calendar and in your upcoming events.

Make all your reservations for the clubhouse here.

Add New Reservation

Jul, 2009							Day	Week	Month
Sun	Mon	Tue	Wed	Thu	Fri	Sat			
28	29	30	01 Jul	2	3	4			
5	6	7	8 Reservation Confirmed	9	10	11			
12	13	14	15	16	17	18			
19 Reservation Cancelled	20	21	22	23	24	25			
26	27	28	29	30	31	01 Aug			

My Upcoming Reservations:

Start	Event
7/19/2009 7:00:00 PM	Reservation Cancelled

Reservation Instructions:

- To create a new reservation request, please click on the New Reservation button.
- When the form is open, please complete the details.
- To Change or Cancel a reservation, please select the reservation from either the "My Reservations List" or by clicking on the appointment subject line in the calendar
- You cannot make or edit a reservation in the past. You can only edit your own reservations.