DeaconSpace Instructions

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deaconspacehelp@wfu.edu

https://rooms.wfu.edu/help/
DeaconSpace Features & Notes

◆ Booking RULES are more accessible and clearly indicate rules which govern the availability of spaces
◆ Request multiple dates, times, and locations with one request
◆ A single reservation request can include spaces in multiple buildings/locations
◆ End users can EDIT and CANCEL reservations, bookings & service orders
  ✓ Please cancel reservations, bookings and service orders that are no longer needed
◆ Initiate Aramark catering request with room reservation (subject to timing conditions)
◆ Request room setup, amenities, and technology needs

Reservations CANNOT be edited by other users; only the person who initiated the reservation in DeaconSpace has access to edit the reservation.

● Scenario: Jane Somebody reserves a room for a class and she asks David Anyone to edit the reservation to add an AV request. This is not possible.

Terminology

◆ Templates vs request forms
◆ Reservation: the who & what
◆ Booking: the when & where
  ● Reservations can have multiple bookings, but they don’t have to have the same dates, times or locations
  ● Example: Speaking event can have 2 or 3 bookings tied to a reservation
◆ Service Orders/Amenities: Additional requests that are added to your reservation
  ● Example: Tables, Chairs, AV, etc.
Logging into Deacon Space

Option 1: Launch through WFU Google Mail

1. From a WFU Google Mail window, click the App Launcher > More > DeaconSpace
   ✓ If you are associated with multiple Google accounts, select your WFU Google mail account.
2. DeaconSpace will launch.

Option 2: Launch through rooms.wfu.edu

1. Open a web browser (Google Chrome, Safari, or Internet Explorer), then navigate to https://rooms.wfu.edu.
   ✓ Firefox is not recommended.
2. Select your Wake Forest affiliation – Wake Forest University @wfu.edu.
3. Select your WFU Google Mail account and enter your WFU username and password if prompted.
4. DeaconSpace opens to the My Home page.
5. ● Site Home …
   ● My Home …
6. The Navigation pane on the left side of the window displays options for requesting space, viewing your events, and browsing available space on campus.
### Browsing in DeaconSpace

The DeaconSpace system is designed to search for available facilities that meet the needs of an event. The layout, available services, and maximum occupancy are important details to know when choosing among available rooms. The *Browse* feature gives users the ability to review this information.

#### Browse for Location

1. In the left Navigation pane, click *Locations* under the *Browse* heading.
2. Enter the date needed.
3. Click *Add/Remove Locations* to select a campus location.
   - Check the location(s) to search.
   - **To find a specific location quickly enter the first characters of the location name in the Find location search box.**
   - Click Update Locations at the bottom of the screen to complete the process.
4. Click *Add Filter* link to narrow the location search and select from the following options:
   - **Capacity** – the number of people the location must accommodate
   - **Features** – specific technical, athletic, or meeting equipment needed for an event, e.g. SmartBoard, or basketball goal
   - **Floors** – the level of a building that best accommodates the attendees
   - **Room** – the specific room name or number needed
   - **Room Types** – locations that meet a specific purpose, e.g. parking, patio
   - **Setup Types** – location that accommodate a specific setup, e.g. classroom, or reception area
5. Click *Update...* to confirm the additional options.
6. Click *Save Filters* for the selected *Location* and/or additional filter selections to save them so that they can be used in future searches.

To load a Saved Filter, click on Saved Filters in the upper right hand corner of the window.
7. Click *Search* and view the results.  

- Use the back or next button on either side of the date to advance the date or return to an earlier date.  
- Click the room name in the Search results to open a new window that displays *Event Details*.  
- Click *Related Details* tab to view other events related to this selected location.
Browse Events

1. In the left Navigation pane, click Events under the Browse heading. ⇒
2. Enter the date needed.
3. Click Add Filter link to narrow the search and select from the following options:
   - Locations – the specific building location needed
   - Room – the specific room name or number needed
   - Group Name – the name of the university group holding a reservation.
   - Event Name – the name of the event, e.g. Hit the Bricks
   - Event Type – the type of event, e.g. Commencement
4. Click Update... to confirm the additional options.
5. Click Save Filters for the filter selections to be the default settings for future searches.
6. Click Search and view the results. ↓

7. ✓ Results can be viewed Daily, Weekly or Monthly. The same list can also be sorted by Start Time, End Time, Event Name, Location or Group by clicking the respective heading. The default sort is by Start Time.
   - Use the back or next button on either side of the date to advance the date or return to an earlier date. ⇒
   - Click the event in the Search results to open a new window that displays Event Details.
   - Click Related Details tab to view other events related to this selected event.
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Requesting Space

The *My Home* landing page displays *Reservation Templates* available to the user based on the user’s permissions. The templates are listed in a specific order:

◆ Special templates developed for your department (if any are available) are listed first
◆ Campus meeting spaces with the more commonly requested spaces templates are listed next

*To view a list of rooms available on specific templates, click the Help & Resources button on the left navigation pane and choose Room Lookup.*

To request a space:

1. Click the *Book Now* button associated with the *Reservation Template* that best fits your space requirements.
   ✓ *Do NOT* click the Reservation Template name; nothing happens when you click the text.
   ✓ The *about* button displays template information and booking rules (see below).

2. The selected *Reservation Template* opens.
   ✓ *To review the Information & Booking Rules for the spaces associated with this form, open the template and click the Information button located to right of the template name.*

3. Enter OR select a date for the request by clicking the *Date Picker* drop-down located to the right of the date field.
   ✓ *A calendar displays the current month. Click to select the appropriate date. Use the arrows on either side of the month to advance or go back by month.*
4. For a single-date event, enter or select the Start Time and End Time by clicking the time selection button to the right of each field. ⇒

5. If the event is recurring, click the Recurrence button to the right of the date field. ⇒
   ● Complete the Start and End time fields.
   ● Select the information to set the recurrence pattern and date range.
   ● Click the Apply Recurrence to save.

Once the date and time information is entered, users have 2 options for searching for a space request:

1) Let Me Search for a Room
   OR
2) I Know What Room I Want.

Requesting Space with Let Me Search for a Room

1. Complete the date and time information as noted in the previous section.
   ✓ To search for a room only add the criteria needed. The most important criteria is the Number of People.
2. To indicate a specific Setup Type, click Add/Remove and select the desired setup option for the request and click Update Setup Types.
3. To indicate a specific *Room Type*, click Add/Remove and select the desired room type for the request and click *Update Room Types*.

4. To indicate specific *Features*, click Add/Remove and select the features needed for the request and click *Update Features*.

5. Enter the number of attendees. ⇒

6. Click *Search* and view the results. ↓
Requesting with I Know What Room I Want

1. Enter the name or number of the desired room. ⇒
   ✓ Once a match is found the official room name will appear, select the name to select the room.
2. Enter the Number of Attendees and the Setup Type and click Add Room. ↓

   ![Attendance & Setup Type](image)
   It is important to select the appropriate Setup Type for your event to ensure your room is setup properly. Not all rooms can accommodate all setup types.

3. The selected room and its availability are displayed. ↓

   ![Rooms You Can Request](image)

Selecting a Room to Request

Regardless of the option used to identify a space to request, use the following steps to select the room and complete the reservation request.

1. From the search results, click the ▶ to the left of the room to request.
   ✓ Click the room name to view capacity, available features, setup options, images and availability.
2. Enter or confirm the Number of Attendees, select a Setup Type, and click Add Room.
   It is important to select the appropriate Setup Type for your event to ensure your room is setup properly. Not all rooms can accommodate all setup types.
   ✓ Select a room with the capacity that most closely meets your number of attendees.
3. The selected room appears at the top of the form, click Next Step.

4. Enter Service requests: the options available are dictated by the space selected.
   - If the reservation date falls within the catering request lead time, the Aramark Catering option will display. Select catering options desired and click OK.
     ✓ Please include the number of attendees and any special instructions.
   - If the reservation requires specific resources, select the needed items from the list and click OK.
     ✓ Please note that if a feature does not appear on the list it is not available for that space. Also, share any specific notes that would be helpful regarding the feature or furniture.
   - Please share any helpful setup notes in the space provided.
   - Click the Next Step.

5. In the Reservation Details window enter the following event information:
   - Enter the Event Name and select the Event Type. ⇒

6. Select the Group and Contact information.

   ✓ If no Group name appears, click the Search button and enter the first few characters of your group’s name, e.g. Advancement. ⇒

   ✓ If the contact name is not on the list, choose Temporary Contact and complete the information requested. ⇒
7. Include any attachments that are needed for the reservation/booking.
8. Enter the required **Additional Information**.
   - Indicate if the request of on behalf of a student or student event.
   - Enter your WFU ID number so that card access can be granted if needed.
   - Indicate if there will persons 17 or under attending the event.
   - Indicate if you will have food or refreshments.
   - Enter your department’s Internal Budget Code. ✓ *This code will only be used with appropriate approval when necessary.*

9. Click **Create Reservation** and you will be directed to the following screen where there is an opportunity to make any changes to the reservation.

   Please note that the reservation is NOT CONFIRMED until you receive a confirmation email from the space manager.

**Adding Bookings to a Reservation**

There are many university events that require multiple rooms to be reserved for a single event, e.g. Board of Trustees meeting or Homecoming. If an event requires multiple bookings under one reservation, there are two ways to accomplish this.

- Make a reservation for one room. Edit the reservation to include additional bookings using the steps found under **Editing existing Reservations using DeaconSpace**.
- **OR**
  - Start the reservation process and select the first location as outlined in **Selecting a Room to Request**. After adding a room, return to the reservation template and enter the criteria for the next location and **Add Room**. This process can be repeated many times with different dates, times and search criteria.

**Caution:** When adding services to the initial reservation with multiple bookings, the same services are applied to ALL locations. It is unlikely that all rooms booked have the same service needs. When making reservations with multiple bookings use this sequence to ensure accuracy:

1. **Create the reservation and book the rooms, then**
2. **Add the services needed by editing the reservation**
3. **View the Reservation Summary to verify that services are correct**
Viewing existing Reservations using DeaconSpace

1. Log into DeaconSpace ([https://rooms.wfu.edu/](https://rooms.wfu.edu/)).
2. Click *My Events* on the Navigation Pane. ⇒
3. DeaconSpace displays a list of current reservations. ⇩

4. Click the event *Name* to view details or edit the reservation.
Cancelling an existing Reservation using DeaconSpace

1. Log into DeaconSpace (https://rooms.wfu.edu/).
2. Scroll to My Bookings found on the bottom of the My Home screen.
   - ✔ If no bookings appear, click the link Take me to the next day containing bookings. Use the Previous and Next buttons to find the booking to cancel.
3. Click the Cancel button on the right of the booking to cancel the reservation.
4. DeaconSpace will ask you to confirm the cancellation. Click Yes, Cancel Booking to complete the cancellation process.
Editing existing Reservations using DeaconSpace

1. Log into DeaconSpace (https://rooms.wfu.edu/).
2. Click My Events on the Navigation Pane. ⇒
3. DeaconSpace displays a list of current reservations.
4. Click the Event name to view and edit the reservation or booking details.
   - To view reservation details, click the Reservation Details tab, Additional Information tab or Attachments tab. ↓

- See the table for below for an explanation of Reservation Tasks:

<table>
<thead>
<tr>
<th>Reservation Task</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add Services</td>
<td>Allows user to add or edit catering, add or edit furniture, feature requests, enter or edit any Setup Notes.</td>
</tr>
<tr>
<td>Booking Tools</td>
<td>Allows the user to change the date and/or time of an event.</td>
</tr>
<tr>
<td>Cancel Reservation</td>
<td>Allows user to cancel the a reservation and all related bookings</td>
</tr>
<tr>
<td>View Reservation Summary</td>
<td>Allows user to view the reservation summary</td>
</tr>
<tr>
<td>View Service Availability</td>
<td>Displays the service availability for the reserved location</td>
</tr>
<tr>
<td>Send Invitation</td>
<td>Enter the email address of the person you would like to notify regarding the reservation details</td>
</tr>
</tbody>
</table>
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- To view or edit a booking associated with the reservation, see the following options.

<table>
<thead>
<tr>
<th>Booking Tool</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Pen Icon]</td>
<td>Allows the user to change the date and/or time of an event</td>
</tr>
<tr>
<td>![Arrow Icon]</td>
<td>Allows the user to cancel the booking</td>
</tr>
<tr>
<td>![New Booking Icon]</td>
<td>Enables user to add another booking to the reservation</td>
</tr>
<tr>
<td>![Conference Icon]</td>
<td>Enables user to change the Setup type based on the available options for the location</td>
</tr>
<tr>
<td>![View Services Icon]</td>
<td>Allows user to view the services associated with the selected booking</td>
</tr>
<tr>
<td>![Manage Services Icon]</td>
<td>Allows user to edit or cancel the services associated with the selected booking</td>
</tr>
</tbody>
</table>

- Use the tools below to edit, cancel or add a booking and its related services.