

# User Guide

## General User

### **Q: Where can I access this user guide?**

A: You can download the user guide by clicking on the button located in the top right corner of the main interface.

### **Q: What should I do if I forgot my password?**

A: If you've forgotten your password, simply use the "Forgot Password" option located below the password field. You'll need to undergo OTP verification to reset your password securely.

### **Q: How should I book a room?**

A: Booking a room is a simple process:

- i. Select the desired floor and section.
- ii. Choose the booking date, start and end time.
- iii. Fill in room-specific details, including the booking purpose and requested capacity.
- iv. Click on "Check Availability."
- v. Select a room from the floor plan.
- vi. Confirm your booking.

### **Q: What do the different room statuses mean below the floor plan?**

A: The room status is indicated by four different labels:

- Available: Room is unoccupied and can be booked.
- Not Suitable: Room is available but may not meet your capacity requirements.
- Fully Booked: Room is already booked for the specified time.
- Unavailable: Room cannot be booked based on your user role.

### **Q: Can I cancel a room booking if I change my mind?**

A: Yes, you can cancel a booking request or an approved booking by navigating to the "My Booking" page and following the cancellation process provided.

### **Q: What should I do if I face any issues during the booking period?**

A: If you encounter any issues during the booking period, navigate to "My Booking" -> "Past" and locate the specific completed booking. You'll find an option to "Add Feedback," where you can submit any issues you faced.

### **Q: Can I provide multiple feedback for one booking?**

A: No, you can only submit one feedback per booking at most. However, you have the option to edit the existing feedback whenever you want.

### **Q: Can I edit my profile picture?**

A: Yes, you can edit your profile picture by hovering over the current profile picture and clicking on the edit icon. However, the profile picture won't be saved until you click the save button.

**Q: Can I edit my password?**

A: No, for security reasons, you cannot directly edit your password. Instead, you can reset your password by following specific setting requirements after undergoing OTP verification.

## Admin

**Q: How should I handle a booking request?**

A: Booking requests can be managed through the Booking Request section with the following steps:

- i. Click on the row containing the request data.
- ii. Review the details displayed in the details section on the right.
- iii. Optionally, leave a comment for the requester.
- iv. Click on Approve or Reject.

**Q: Can the booking be cancelled?**

A: Yes. All approved or rejected bookings are listed in the All Booking section. Admins can reject any approved booking, but providing a reason is mandatory.

**Q: What booking requests am I handling?**

A: The system assigns two roles for handling bookings:

- i. SAS Staff Member: Handles bookings ending before 5 pm.
- ii. Property Manager: Handles bookings ending after 5 pm.

**Q: Can I identify who handled the booking?**

A: Yes. In the All Booking section, clicking on a specific booking row reveals the handler's information.

**Q: How do I manage user feedback?**

A: To address user feedback, go to "View Booking" -> "Current" and find the relevant feedback entry. You'll see its details and an option to "Solve," allowing you to mark it as resolved and move it to the "Past" section.

**Q: How can I visualize report statistics?**

A: The Graph Statistic section offers a bar chart allowing admins to select data based on the chosen month and year.

**Q: What should I do in the beginning of a semester?**

A: Ensure that the timetable is imported in the beginning of the semester as it will take priority over any prior bookings

**Q: Can I import users into the system?**

A: Yes. The Upload section facilitates user import by uploading an Excel file (.xls / .xlsx), following specified formats. A sample Excel file with the correct format is available for download.

**Q: Can I import the timetable into the system?**

A: Yes. The Upload section enables timetable import by uploading an Excel file (.xls / .xlsx), adhering to specified formats. A sample Excel file with the correct format is provided for download.

***NOTED:*** *The importing process might take a few minutes, so please be patient.*