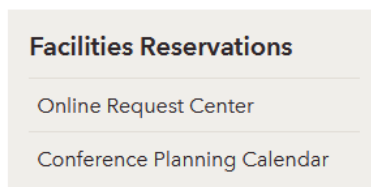# Facilities Reservations Online Request Center

Reservation Request Quick Start Guide

To access the reservations system, go to www.salisbury.edu/reserve and click on the Online Request Center on the left-hand side.

If this is the first time you use the Online Request Center, fill out your information on the home page. After the system confirms that your information has been saved successfully, please close the webpage. Open the Online Request Center one more time, if you are using a computer on campus and you are using Google Chrome or Microsoft Edge, the web page will automatically sign you in. If you are using Firefox or accessing the Online request center off-campus, please use your SU credentials to log in.

To create a reservation, click on "create a reservation" on the left side of the screen. Select the appropriate form for your reservation. If you have any questions on which form to use, you can find more information for each form by clicking "about". Begin the request by clicking "book now" on the form you have selected.
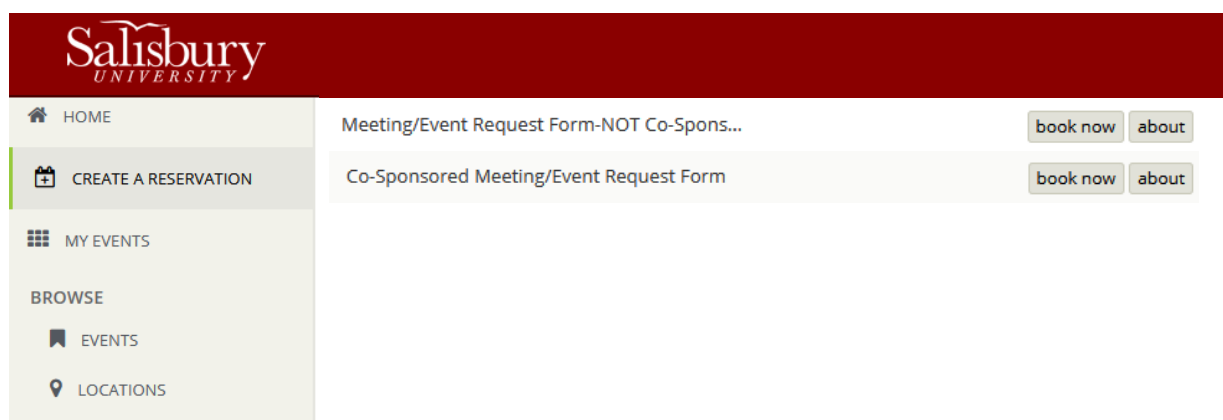
In the next menu, select the date of your event. Enter the start and end times. Select the location of your event by clicking on the plus sign (green circle). You can filter by building by clicking on "Add/Remove" on the location tab. You can also filter by setup type and capacity. Once you have selected your options, click search.

The list of rooms that meet your criteria will appear after you click search. Unavailable times for a space will show as a grey bar. Your event time will show as two parallel vertical lines. To select a room, click on the plus sign (green circle). You can select multiple rooms in this step.

Selecting a room will prompt you to select an attendance number and setup type. These fields are mandatory. If your attendees are above the capacity of the room for a given setup, a prompt will inform you that you need to

reduce your attendance or select a different room. Attendance must be above 0. Please make sure to read carefully any other prompts that may appear, room restrictions and other important information is relayed on those prompts.

Changing the date and time will not affect rooms that have already been selected. To remove a room during this step, click on the minus sign (red circle) next to the room you wish to remove. You can also change setup type and attendance by clicking on "Attendance & Setup Type"

Click "Next Step" to advance to the "Services" tab. In this section you can add services such as housekeeping, event technical services, A/V, catering, etc. If you have selected multiple rooms, any services you add in this step will be added to all of your rooms. If you only want to add services to specific rooms, or if you want to add different services to each room, please skip this step. If you selected the "Multi-Room/Date Request Form", this step is skipped automatically. You can add services to your rooms after the reservation has been created by clicking on "my events" in the Online Request Center main menu.

Some of the services will ask for a service time. Click on each service and enter quantities and times for the requested service. If you have specific instructions regarding your services, please note them in the "special instructions" box. Items that you select will appear on the right-hand side under "Services Summary". To remove a service click on the minus sign next to the service. To remove all of the service in a category click on the minus sign next to the category. Please remember to fill in the billing information at the bottom of this page.

Go back to the top of the page and click "Next Step" to go to "Reservation Details". If this is the first time you use the Online Request Center, it is likely that the "customer" field doesn't have any options. To add a customer, please click on the looking glass to the right of the customer field, look for your customer and select it to add, close the pop-up window. If your name is not listed under "1st Contact" for your customer, please select the "temporary contact" option and manually type your "1st Contact Name", "1st Contact Phone", and "1st Contact Email Address". Please email reserve@salisbury.edu with your name, email address, extension or phone number, and customer (RSO or Department) if you need to add your contact information for future reservations.

Fill out all the fields and click on "Create Reservation".

Please read the pop-up window and click "OK". On the main menu, click on "my events" to see any reservations you have created. Click on the name of the reservation you want to see. In this menu you can change booking dates and times, add services, delete bookings or the entire reservation, or change reservation details and contact information.

Please read the help sheets for any questions regarding services. Services must be added or cancelled no less than 6 full business days prior to the day of your event, but we recommend submitting your service requests 14 business days in advance or more to allow for changes should you require it.

The facilities reservations office offers training for users of our Online Request Center. Please email reserve@salisbury.edu or reach out to us at 410-548-3344 to request one-on-one training, or if you have questions about your reservation.