

New Big Life room booking system

FAQs – Tenants and External Users

What is the new room booking system?

Clearrooms (the new room booking system) is a central place where Big Life staff, tenants in our centres and local communities can make and manage room bookings for the Kath Locke Centre, Zion Centre, Wesley Centre. The new system will replace the current manual process of calling reception to book a room at the centres.

How do I login to the new system?

The best way to access the system is by going to [the summary page on our website](#), where you can find out more about the different spaces available in our centres. From that page, there is a link to Clearrooms. You will need to login with your email and password, and once signed in, you will then be taken to the 'Meeting Rooms' tab where you can make and manage your bookings.

How do I book a room?

1. Access the system through [the summary page on our website](#).
2. On the meeting rooms page, change the date range to show the date you would like to book a room.
3. Scroll down until you find the room you would like to book.
4. Click a time on the calendar for when you would like to book this room.
5. Note: If the calendar appears red, or blue, it means there is an existing or tentative booking at this time.
6. If the room is green, click a time and a pop up will appear. Select the time of the meeting, enter a title, a description (optional), enter how many people are attending, and enter which service should be charged for this booking (if not applicable, enter 'N/A').
7. To add a service to the booking, click into the 'Services' tab next to 'Meeting Details' and follow the prompts.

Can I make a recurring booking (e.g. a monthly meeting)?

Yes, you can select the 'Repeat Booking' option when creating your booking and set the recurrence pattern (daily, weekly, monthly, etc).

How far in advance can I book a room?

You can book a room up to one year in advance.

How do I view my existing bookings?

In the Meeting Rooms tab, you can view all bookings across all rooms in the Kath Locke Centre, Zion Centre, Wesley Centre. It might be easier to change your calendar to view bookings by week instead of day.

Can I edit my booking after it's made?

Yes. By clicking into your booking, and clicking 'Edit', you can amend the time of your booking, the title, the description, number of people attending, the service which the booking should be charged to, and any services. You cannot change the date of a booking, the booking will need to be cancelled, and a new booking made. You also cannot make amendments to anyone else's booking.

How do I cancel a booking?

Select your booking in the 'Meeting Rooms' tab and click 'Cancel'. Please remember to cancel as early as possible to free up the room for others and to avoid any cancellation charges.

How do I know what resources are available in a room?

Each room lists available resources such as a TV screen, projector, HDMI cable, etc.

What should I do if I encounter an issue when using the system?

Contact the reception team and they will be able to help you.