

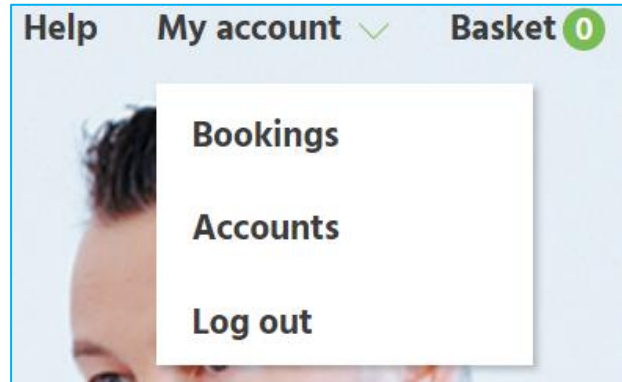
QRG9 – QUICK REFERENCE GUIDE

My Bookings



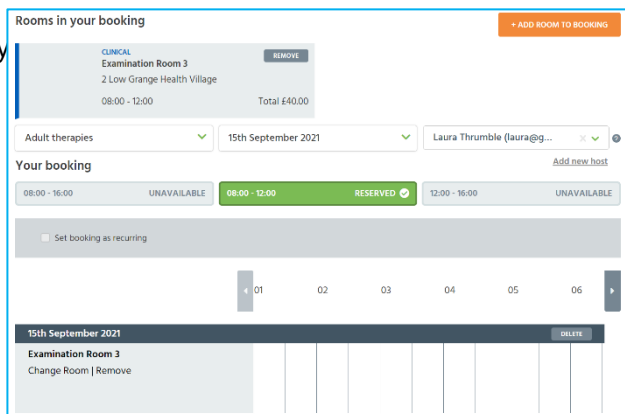
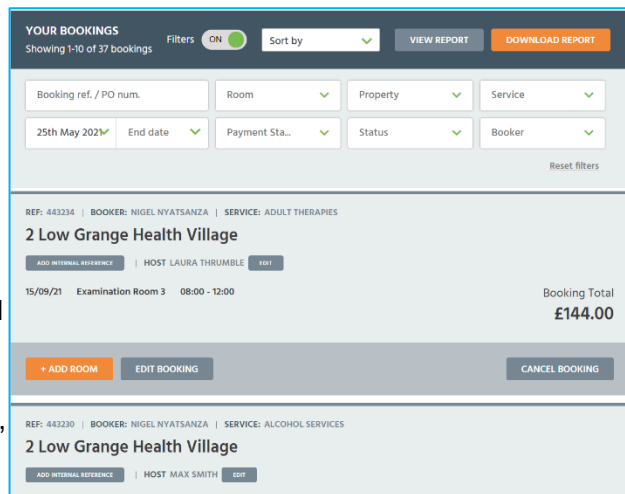
Viewing your Bookings

- Go to the My Account Dropdown menu and select the **[BOOKINGS]** option.



Bookings list

- You can use the filters at the top of the list to make it easier to find specific bookings.
- You can filter by booking ref/PO number, room, property, service, start and end date, payment status, booking status and booker.
- If you do not set any filters, the bookings list will display all your upcoming bookings.
- Each booking line will include information regarding which property and room are booked, the date and time as well as the cost for that booking.
- If you wish to make changes to your booking, you can do so if your booking is not fully paid by clicking on **[EDIT BOOKING]**.
- On the next screen, you will have the option to changes the date and time, the host and the service of the booking. (Subject to availability).
- Once the booking has been paid for, you will only be able to make changes to the host and the internal reference.
- To edit the host, click on **[EDIT]** next to the name of your host.
- To edit or add an internal reference, click on **[ADD INTERNAL REFERENCE]**



EDIT BOOKING

HOST JOHN PEAS **EDIT**

ADD INTERNAL REFERENCE

CANCEL BOOKING

labelling a single Booking

- On the bookings list, find the booking you wish to cancel and then click on **[CANCEL BOOKING]**.
- On the next screen, select your reason for cancelation from the drop down menu.
- Add additional information in the box below, if it is required, but it is not mandatory.
- Next click on **[APPROVE CANCELLATION]**.
- Your booking has now been cancelled.

▲ CONFIRM CANCELLATION

Cancel Bookings

You are about to cancel the following 3 bookings, please check and approve to continue.

REF: 443234 | Booker: nigel nyatsanza | Service: Adult therapies

2 Low Grange Health Village

Host: Laura Thrumble (laura@gmail.com)

#4517399	15 Sep 21	Examination Room 3	08:00 - 12:00
#4517398	15 Sep 21	Examination Room 3	08:00 - 12:00
#4517397	15 Sep 21	Examination Room 3	08:00 - 12:00

Reason for cancellation?

Select reason ▼

Please give more details for the cancellation

APPROVE CANCELLATION

[Go Back](#)

labelling a recurring Booking

- On the bookings list, find the recurring booking(s) you wish to cancel and then click on **[SHOW BOOKINGS]**.
- Select the specific Booking(s) you wish To cancel by ticking the relevant boxes
- Click on **[CANCEL SELECTED]**.
- Input your cancellation reason (as shown Above) and click **[APPROVE CANCELLATION]**.
- Your booking(s) have now been cancelled.

SHOW BOOKINGS (5) ✔

REF: 443201 | BOOKER: NIGEL NYATSANZA | SERVICE: ALCOHOL SERVICES RECURRING

Failsworth Primary Care Centre

ADD INTERNAL REFERENCE
HOST: MAX SMITH
EDIT

026/05/21 Examination room 1 08:30 - 12:30
Booking Total
£276.00

[SELECT ALL](#)

#4517326	26/05/21	Examination room 1	08:30 - 12:30	PAID	£55.20	☐
#4517327	02/06/21	Examination room 1	08:30 - 12:30	PAID	£55.20	☐
#4517328	09/06/21	Examination room 1	08:30 - 12:30	PAID	£55.20	☐
#4517329	16/06/21	Examination room 1	08:30 - 12:30	PAID	£55.20	☐
#4517330	23/06/21	Examination room 1	08:30 - 12:30	PAID	£55.20	☐

HIDE BOOKINGS (5) ▲
CANCEL SELECTED

View your reports

- You can view and download your invoices and credits report by clicking on **[VIEW REPORT]** or **[DOWNLOAD REPORT]**. (This report will be based on the transactions you have filtered)
- You can also select which other reports you wish to view by clicking on the Reports drop down menu on the right hand side of the screen.
- You will have the option to view your full Bookings report.

VIEW REPORT
DOWNLOAD REPORT

REPORTS

Please choose a report to view from the list.

Bookings report
✓

YOUR BOOKINGS Showing 1-10 of 111 bookings Filters: ON Start date - ASC MANAGE BOOKINGS DOWNLOAD REPORT

Property	Booking ID	Booking Item ID	Date	Day	Start Time	End Time	Client Name	Booker Name	Host Name	Booked By Type	Service	Room Name	Room Type	Room Start
Chorley Health Centre	44311	451844	14/06/2021	Mon	14:30	15:30	Lancashire Teaching Hospitals NHS Foundation Trust	ngal ryatsanza	Florence Nyatsanza (florence@exampile.com)	Customer	Meetings - Barmsey CCG	Counselling room 17	Counselling/Interview room	
Chorley Health Centre	44311	451845	14/06/2021	Mon	14:30	15:30	Lancashire Teaching Hospitals NHS Foundation Trust	ngal ryatsanza	Florence Nyatsanza (florence@exampile.com)	Customer	Meetings - Barmsey CCG	Counselling room 17	Counselling/Interview room	
Chorley Health Centre	44311	451842	07/06/2021	Mon	14:30	15:30	Lancashire Teaching Hospitals NHS Foundation Trust	ngal ryatsanza	Florence Nyatsanza (florence@exampile.com)	Customer	Meetings - Barmsey CCG	Counselling room 17	Counselling/Interview room	
Chorley Health Centre	44311	451843	07/06/2021	Mon	14:30	15:30	Lancashire Teaching Hospitals NHS Foundation Trust	ngal ryatsanza	Florence Nyatsanza (florence@exampile.com)	Customer	Meetings - Barmsey CCG	Counselling room 17	Counselling/Interview room	

View your cancellations report

- To view your cancellation report, use the filters and select the cancellation option on the status drop down.
- This will give you a list of all your past Cancellations.

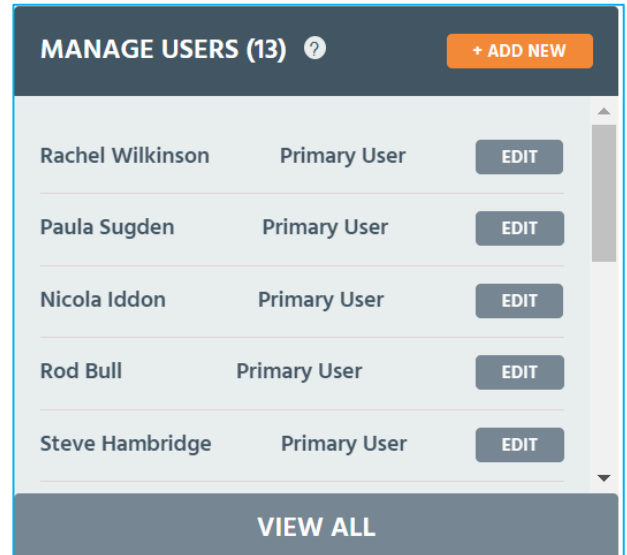
YOUR BOOKINGS Showing 1-6 of 6 bookings Filters: ON Start date - ASC MANAGE BOOKINGS DOWNLOAD REPORT

Host Name	Booked By Type	Service	Room Name	Room Type	Booking Status	PO Ref	Billing Contact Name	Billing Contact ID	Account / Card number	Booking Cost (Net)	Booking VAT	Booking Cost (Gross)	Payment Status
Rod Bull (rod.bull@property.nhs.uk)	Customer	Administrative	Meeting room L2-046	Meeting room	cancelled		Rod Bull	40339	TI	£2.00	£1.40	£14.40	Fully Paid
Rod Bull (rod.bull@property.nhs.uk)	Customer	Bone health-Canterbury and Coastal CCG	Consulting Room E	Consulting room	cancelled		Rod Bull	40339	TI	£57.50	£7.50	£69.00	Fully Paid
Rod Bull (rod.bull@property.nhs.uk)	Customer	Bone health-Canterbury and Coastal CCG	Examination room FR7	Examination room	cancelled		Rod Bull	40339	TI	£50.00	£0.00	£50.00	Fully Paid
Rod Bull (rod.bull@property.nhs.uk)	Customer	Operations (Unique Identified)	Counselling room FR07	Counselling/Interview room	cancelled		Rod Bull	40339	0003	£18.75	£3.75	£22.50	Fully Paid
Rod Bull (rod.bull@property.nhs.uk)	Customer	Bone health-Canterbury and Coastal CCG	Consulting Room E	Consulting room	cancelled					£57.50	£7.50	£69.00	Fully Paid
Rod Bull (rod.bull@property.nhs.uk)	Customer	Bone health-Canterbury and Coastal CCG	Consulting Room E	Consulting room	cancelled					£57.50	£7.50	£69.00	Fully Paid

Showing 1-6 of 6 bookings

Managing and adding new Users

- You can view, manage and add new users to your NHS Open Space account.
- Further information on this is included in the 'Add and Manage Users' guide.



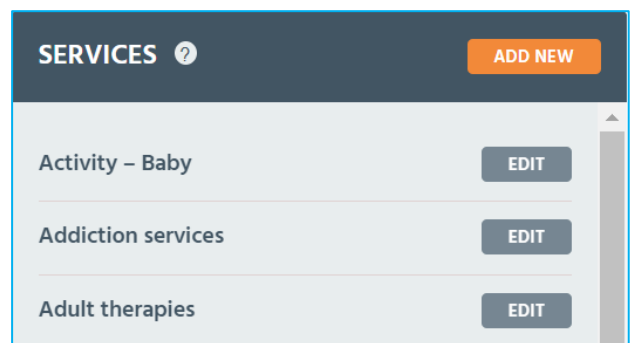
MANAGE USERS (13) ? + ADD NEW

Rachel Wilkinson	Primary User	EDIT
Paula Sugden	Primary User	EDIT
Nicola Iddon	Primary User	EDIT
Rod Bull	Primary User	EDIT
Steve Hambridge	Primary User	EDIT

VIEW ALL

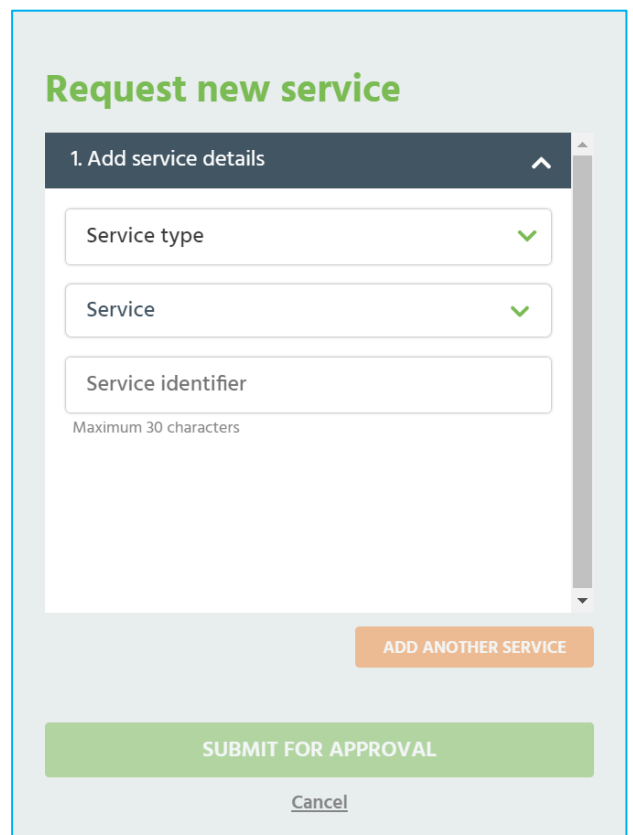
Managing and adding new Services

- Select **[ADD NEW]** in the top right corner of the Services box.
- Using the 'Services' menu, select from a list of health services.
- Select the **[ADD ANOTHER SERVICE]** button to add as many additional services as you require.
- Select 'Yes' if the service is CCG Commissioned and use the 'CCG Region' field to select the location to be serviced.
- Tick the box if you are licenced to perform the service and input your licencing body and registration number.
- Select the **[SUBMIT FOR APPROVAL]** button.
- It can take up to 48 working hours for your Service to be made live on the system to book against.



SERVICES ? ADD NEW

Activity - Baby	EDIT
Addiction services	EDIT
Adult therapies	EDIT



Request new service

1. Add service details

Service type ✓

Service ✓

Service identifier
Maximum 30 characters

ADD ANOTHER SERVICE

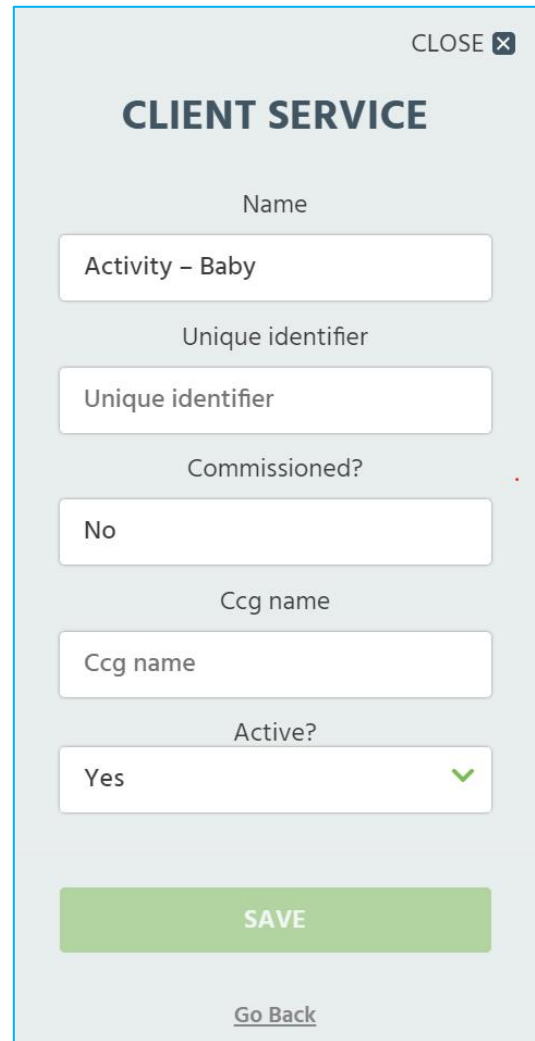
SUBMIT FOR APPROVAL

Cancel

EDIT

Editing a Service

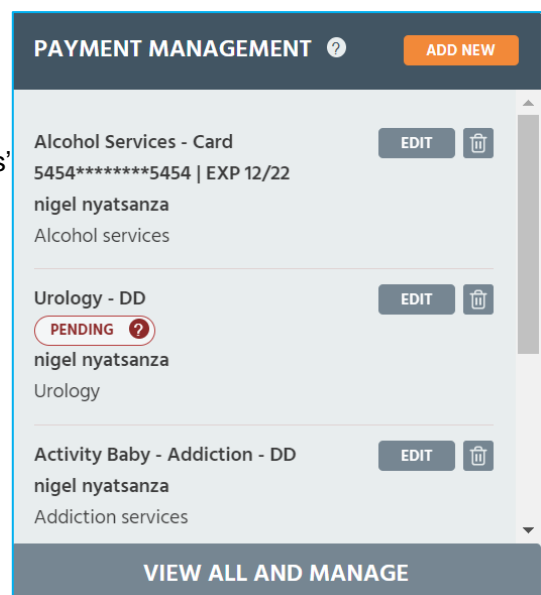
- To edit a service, click on **[EDIT]**.
- Update any of the information that you wish to edit.
- You can edit the name, have a unique identifier, set whether it is a commissioned service or not, input or update the CCG and confirm if the Service is still active.
- Once you have made your changes, click on **[SAVE]**



A screenshot of a web form titled 'CLIENT SERVICE' with a 'CLOSE' button in the top right. The form contains several input fields: 'Name' (with 'Activity - Baby' entered), 'Unique identifier' (with 'Unique identifier' entered), 'Commissioned?' (with 'No' selected), 'Ccg name' (with 'Ccg name' entered), and 'Active?' (with 'Yes' selected and a green checkmark). At the bottom, there is a large green 'SAVE' button and a 'Go Back' link.

Payment Management

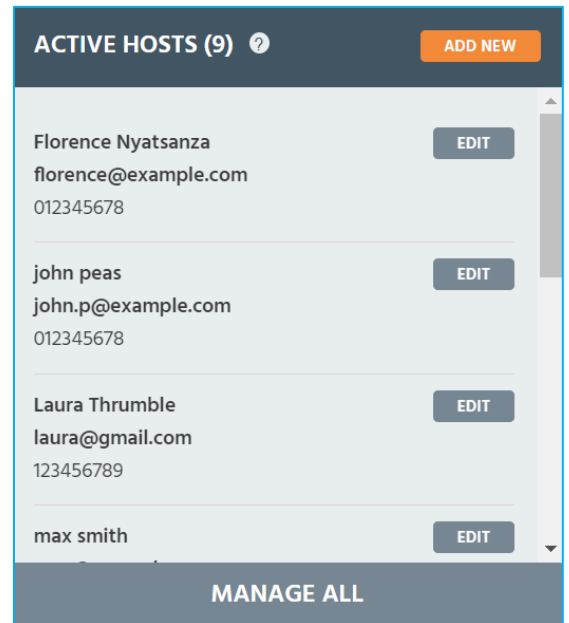
- You can view, manage and add new Payment Methods to your NHS Open Space account.
- Further information on this is included in the 'Direct Debits' and 'Payment Cards' guides.



A screenshot of a 'PAYMENT MANAGEMENT' interface. It features a dark header with the title and an 'ADD NEW' button. Below, there is a list of payment methods. The first is 'Alcohol Services - Card' with details '5454*****5454 | EXP 12/22', 'nigel nyatsanza', and 'Alcohol services'. The second is 'Urology - DD' with a 'PENDING' status, 'nigel nyatsanza', and 'Urology'. The third is 'Activity Baby - Addiction - DD' with 'nigel nyatsanza' and 'Addiction services'. Each entry has 'EDIT' and delete icons. At the bottom, there is a 'VIEW ALL AND MANAGE' button.

Host Management

- You can view, manage and add new Hosts to your NHS Open Space account.
- Select **[ADD NEW]** to add a new host.
- Click on **[EDIT]** to edit an existing host.



- If you are editing or adding a new host you will be asked to input or amend the host names, phone number and e-mail address.
- To remove a hostm change their status from active to inactive.
- Click on **[ADD NEW HOST]** to add your new host.
- If you are editing a host, select **[UPDATE DETAILS]** to update your hosts information

CLOSE ✕

ADD NEW HOST

Please add details for the host

ADD HOST

CLOSE ✕

HOSTS

Update host details.

✓

UPDATE DETAILS

[Go Back](#)

Password Management

- To change or update your password,
- Click on **[EDIT PROFILE]** at the top of the Bookings screen.
- Use this screen to update your name, and phone numbers And update your marketing preferences.
- Input your existing password.
- Type in a new password.
- Confirm your new password.
- Click on **[UPDATE PROFILE]**



CLOSE x

EDIT PROFILE

Personal Details

<input type="text" value="Tina Test"/>	<input type="text" value="Primary User"/>
<input type="text" value="01234567890"/>	<input type="text" value="07890123456"/>
<input type="text" value="tina_test@nhs.uk"/>	

Your role

Marketing Preferences

We take your privacy seriously and will only use your personal information to administer your account and to provide the products and services you have requested from us. However, from time to time we would like to contact you with details of other products/services/promotions we offer. If you consent to us contacting you for this purpose please tick to say how you would like us to contact you:

by email
 by text message

UPDATE PROFILE

Update password

<input type="text" value="Current Password"/>
<input type="text" value="New Password"/>
<input type="text" value="Confirm Password"/>

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