

User Guide

HubStar - Mobile App

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1.0	New document	02/02/2026	Jody Rawlings	02/02/2027
2.0	Minor updates to reflect changes for Sloane Robinson Building	02.07.26	Emily Hewitt	02.07.27

1. Overview

1.1. Purpose

This document provides guidance for users on how to book and manage desk and room reservations using the HubStar Connect mobile app.

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2. Guidance Text

2.1. Overview

HubStar is a resource booking system that allows users with the appropriate access to book and manage desks and rooms within relevant buildings. Initially, HubStar will be available at the Sheds and the Sloane Robinson Building at Temple Quarter.

HubStar can be accessed via a desktop URL, the HubStar Connect mobile app and HubStar Connect Outlook plugin.

University of Bristol staff and students University of Bristol staff and students can access HubStar via Single Sign-On (SSO). Non–University of Bristol users (e.g. visitors and guests) will need to have access arranged in advance.

2.2. How your data is used

To help everyone make effective use of our workspaces, HubStar displays some basic booking information with other staff. This works in a similar way to Outlook room calendars, where colleagues can see when a space is booked and by whom.

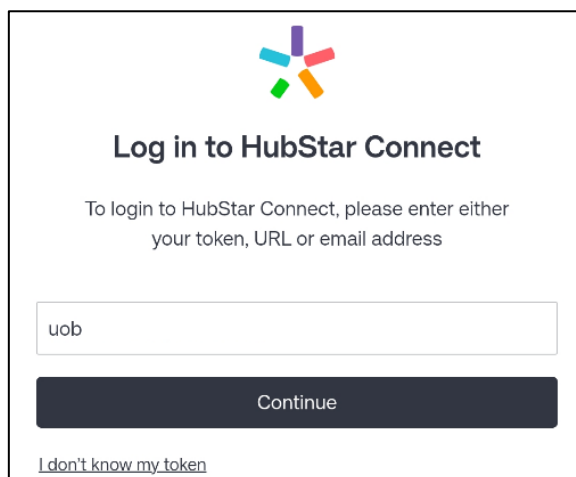
Booking details: Your name and booking information for desks and rooms are visible to other staff members. If you prefer not to share these details, you can simply mark the booking as Private.

Find a colleague: This feature lets you favourite colleagues so you can see where they are working and book a nearby space to support collaboration. This feature is automatically enabled for everyone but you can opt out at any time in the [Settings menu](#).

2.3. How to login to the HubStar mobile app

To access HubStar using the HubStar Connect mobile app, please download the app from your relevant app store.

If prompted to enter a token, please enter **uob**, then select “Continue”.

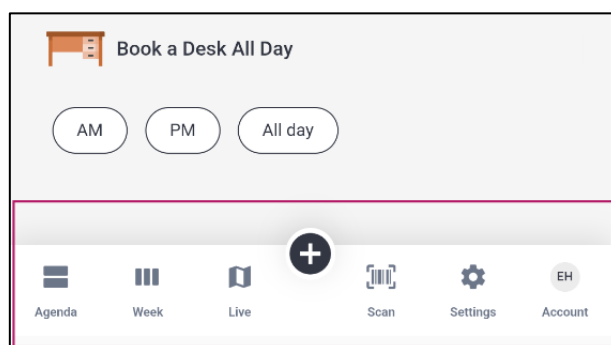
The image shows the login screen of the HubStar Connect mobile app. At the top is a logo consisting of five colored squares (purple, blue, red, green, orange) arranged in a circle. Below the logo is the title "Log in to HubStar Connect". Underneath the title is a prompt: "To login to HubStar Connect, please enter either your token, URL or email address". There is a text input field containing the text "uob". Below the input field is a dark blue button with the text "Continue". At the bottom left of the screen is a link that says "I don't know my token".

Important note: You will only need to enter the token the first time you use the app. You may also be asked to complete multi-factor authentication.

If you do not have access to HubStar, please email: its-tq-digital-campus@bristol.ac.uk

2.4. How to navigate the HubStar mobile app

The bottom menu allows you to view the different views within HubStar, scan QR codes and access the settings menu.

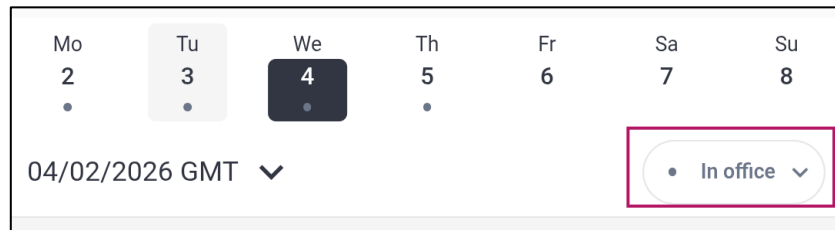


2.5. Views explained

2.5.1.1. *Agenda view*

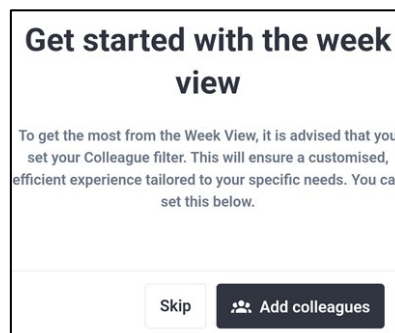
The **Agenda** view is the default view and shows you any bookings for the selected day. It defaults to today's date, click on any day of the week or click on the dropdown next to the date to select a different date.

You will only see options to make a booking if you're marked as "in Office" for the selected day.



2.5.1.2. *Week view*

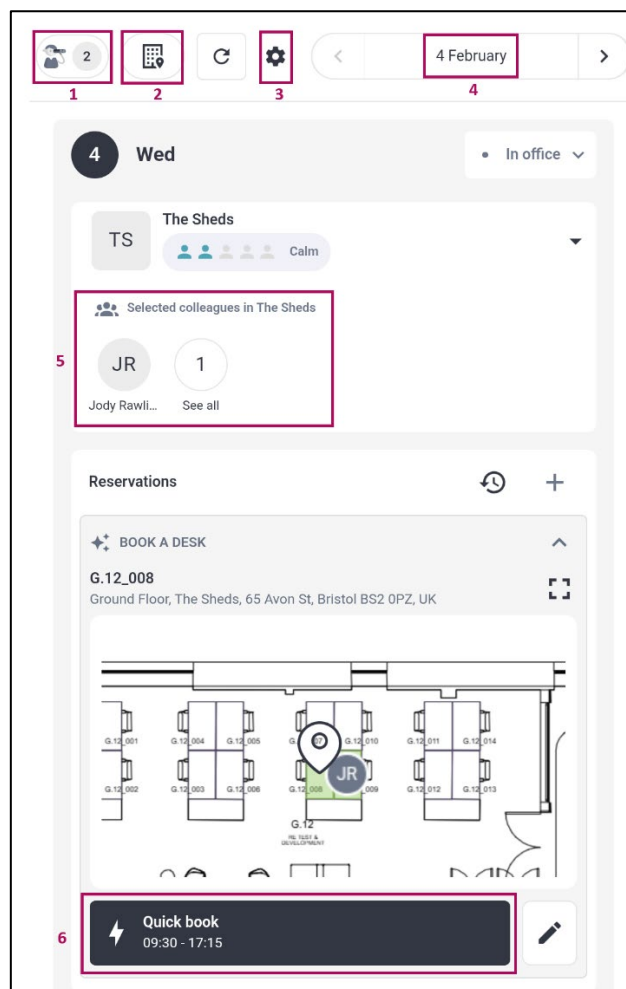
The **Week** view shows you all bookings for the week. The first time you use the week view, you'll be prompted to Add colleagues. You can skip this message but it will reappear so we suggest adding a colleague to remove the pop up or turning off this feature. See [Find a colleague](#) for more information.



Using the Week view, you can see which of your pre-selected colleagues are working in the building on each day (1 and 5) - see [Find a colleague](#) for more information.

To change the building you're booking for, click on the building icon (2). To change the dates of the week you wish to view click on the date (4), select the day you wish to view and click "confirm". Alternatively use > to move forward by one day.

If you click the settings cog (3) you can use the toggle to decide whether you want to include non-working days. For today's date, you'll also see the option to quick book a desk (6), clicking this option will instantly book an available desk for you.



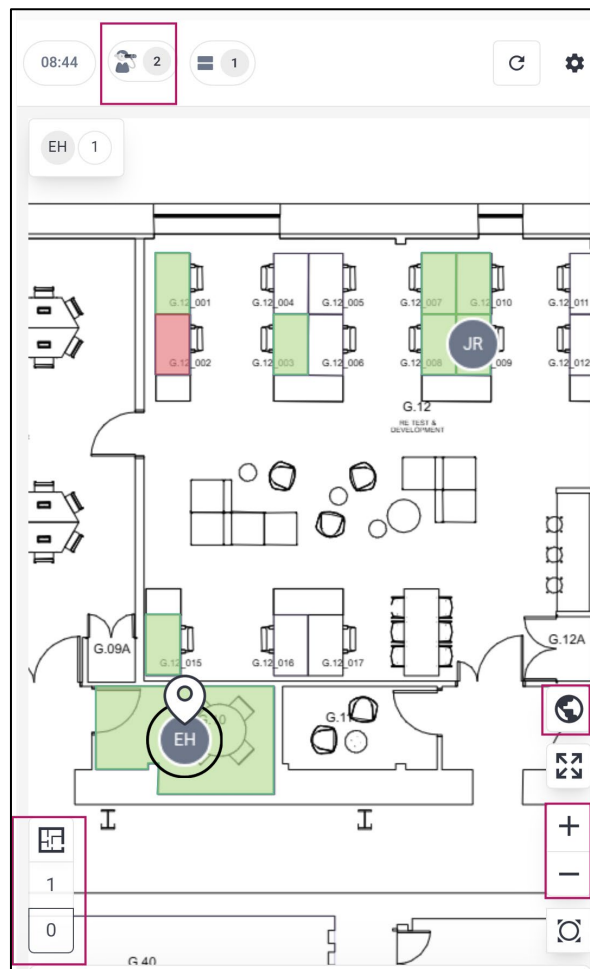
2.5.1.3. Live view

The **Live** view shows which bookable desks and rooms are currently available (in green) and which are in use (in red). When using the [Find a Colleague feature](#), you can see the spaces your colleagues are using either directly on the map or by selecting person with binoculars in the top menu.



If a colleague appears as “not found,” it means they do not have a booking for today.

To change the floor level, select the numbers in the bottom left corner of the map. You can zoom in or out by touching the screen or by using the + or – buttons in the bottom right corner. Click the world icon to switch to another building.-left corner of the map. -right corner



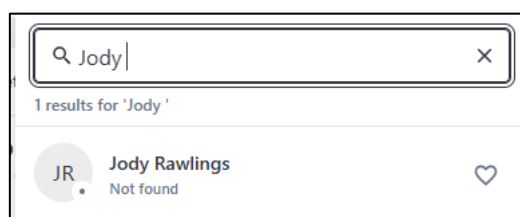
2.5.2. Find a colleague

This feature allows you to see who is planning to come into the office and when. Once you have favoured a colleague, you'll be able to view where they are sitting and book a nearby desk to facilitate collaboration.

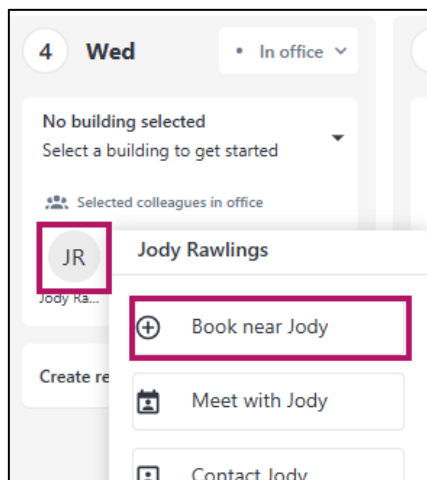
Important note: This feature is enabled by default but you can turn it off in the [settings](#).

To get started, click “Week view” in the left-hand menu. A pop up will appear inviting you to “Add colleagues”. Alternatively you can click “Find a colleague” in the Live view.

Click in the search box and type the name of the colleague you want to add. When their name appears, click the heart next to it to add them and select “Confirm”. Any locations they have booked for today will appear under their name otherwise it will say “Not found”. To remove someone from your list, click the heart again.



If a colleague has already booked a desk and you'd like to work near them, go to Week view and click on their initials (or photo), then click "Book near [name of colleague]". Select whether you'd like to book a desk or room and make the booking as normal.



2.5.3. System settings

To access the settings menu, click on the Settings cog in the bottom menu.

Your **profile icon** will automatically display your initials. If you prefer to use a photo instead, click on your name, and when the next screen opens, select the pencil icon next to your initials. Then choose "Add a new photo" to upload your image.

Theme allows you to select either Light or Dark mode.

Working Days allows you to select your working days and working times. We recommend leaving "I primarily work at home" toggled off to make it easier to book spaces when you are in the office. "Time interval" is the default duration when you start to make a booking, you may wish to extend this to 30 minutes. Click "Save" if you do make any changes.

Delegates allows you to add staff members that you'd like to manage bookings on your behalf. Click "Add delegate" and search for the staff you wish to add. If you wish to add multiple staff, select all names before clicking "Done".

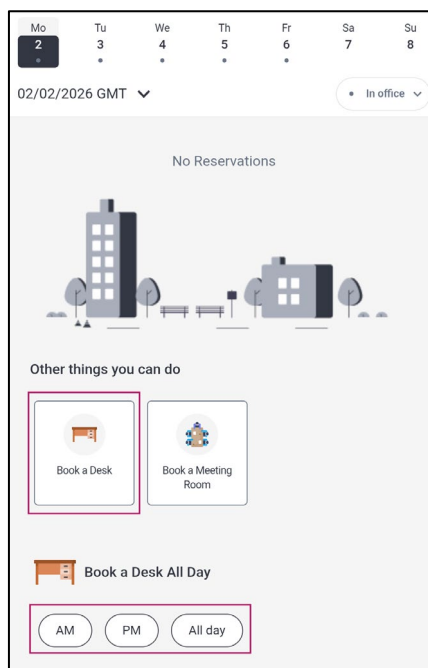
Permission and Consent allows you to select whether to use the [Find a colleague](#) feature. Switch the toggle to off and then click "Save" if you don't wish to use this feature.

2.6. How to book a desk

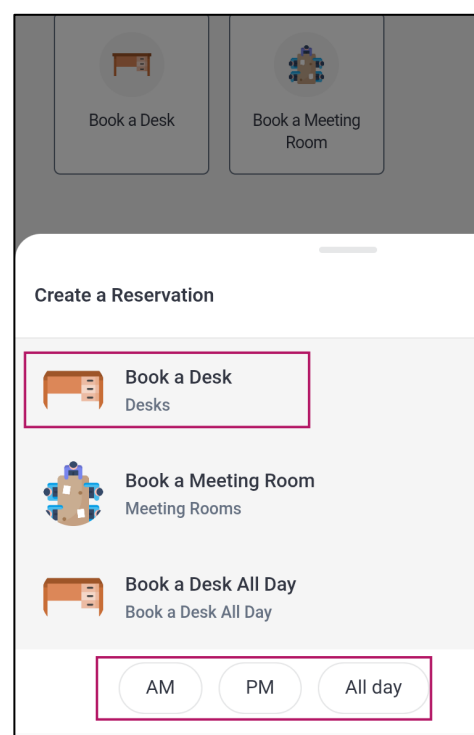
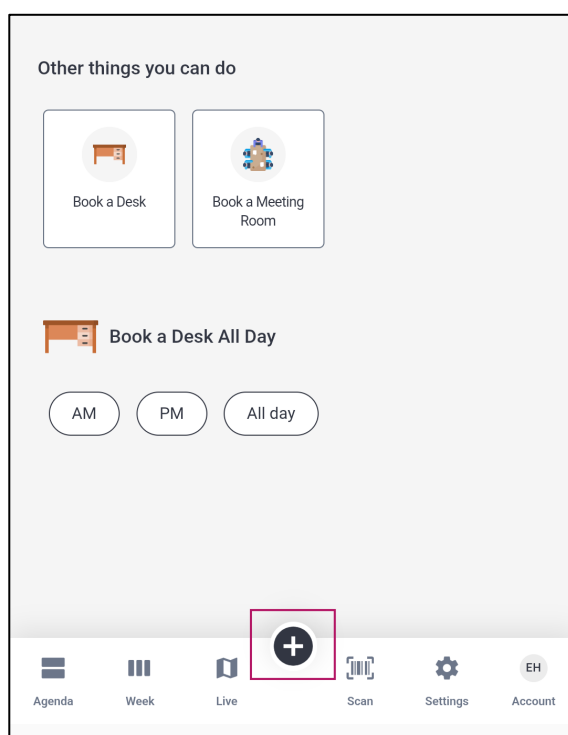
2.6.1. Desk reservation – mobile app

To make a desk booking reservation, select the relevant date and resource type on the home screen e.g. "Book a desk" or select from the "Book a Desk All Day". The timeslots may vary across buildings and be different to the building opening hours but will be similar to below:

- AM = 09:00 – 13:00,
- PM = 13:00 – 17:00
- All day = 09:00 – 17:00.



Alternatively, navigate to the  on the bottom navigation panel and select the relevant option.



List view

Once “Book a Desk” is selected, a list of desks will appear. To select the building you wish to book or if you have specific desk requirements (e.g. height-adjustable desks), select the “Filter” option and apply the relevant filters.

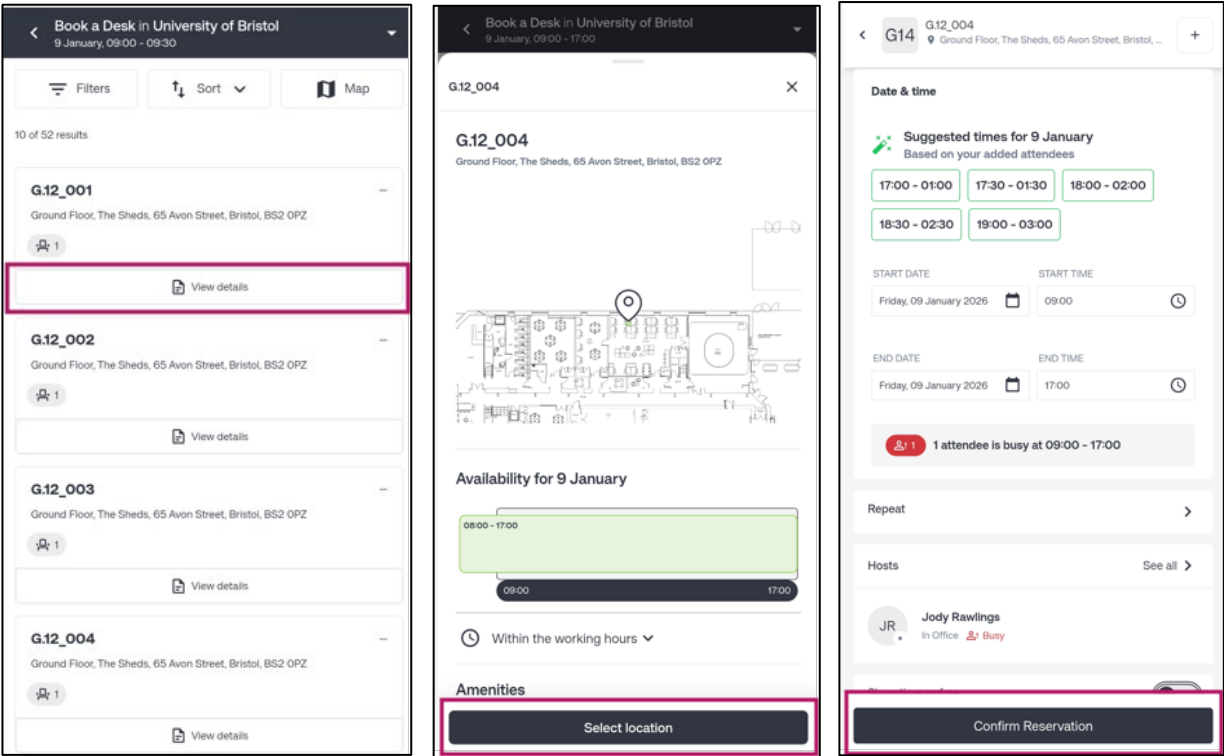
Note that some filter options may not be visible to all buildings, e.g. Team Zone is only relevant to staff in the Sloane Robinson Building.

This screenshot shows the 'Selected form' for 'Book a Desk'. It includes a search bar for desks, a filter section for 'University of Bristol' (with 'The Sheds' and 'Sloane Robinson Building' options), and checkboxes for 'Monitor Arm', 'Team Zone', 'Number of monitors', 'Large monitor', and 'Height adjustable'. At the bottom are 'Cancel' and 'Done' buttons.

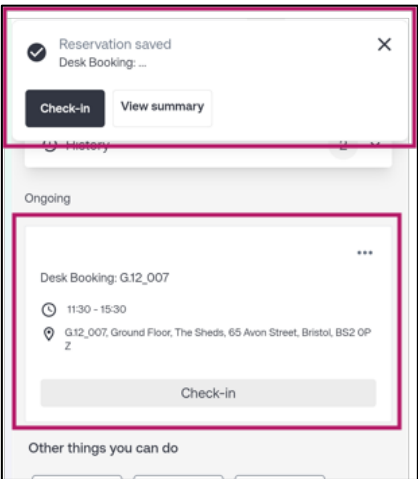
To amend the booking time, select the down arrow at the top of the screen. Update the start and/or end time, then select “Confirm”.

The first screenshot shows the 'Book a Desk in University of Bristol' screen with a list of desks (G.12_001 to G.12_004) and a red box highlighting the top right corner. The second screenshot shows the search results with a red box highlighting the time range '09:00 - 09:30'. The third screenshot shows the 'Date & time' modal with red boxes highlighting the 'START TIME' and 'END TIME' fields, and a red box highlighting the 'Confirm' button.

The list of available desks will refresh based on availability. To select and book a desk, select “View Detail”, then “Select location”. Confirm the details on the booking form are correct, then select “Confirm Reservation” to complete your booking.



Your desk booking is now complete. You will be redirected to the home screen, where a pop-up confirmation will appear and your reservation will be visible. Your booking will also automatically sync to your Outlook calendar.

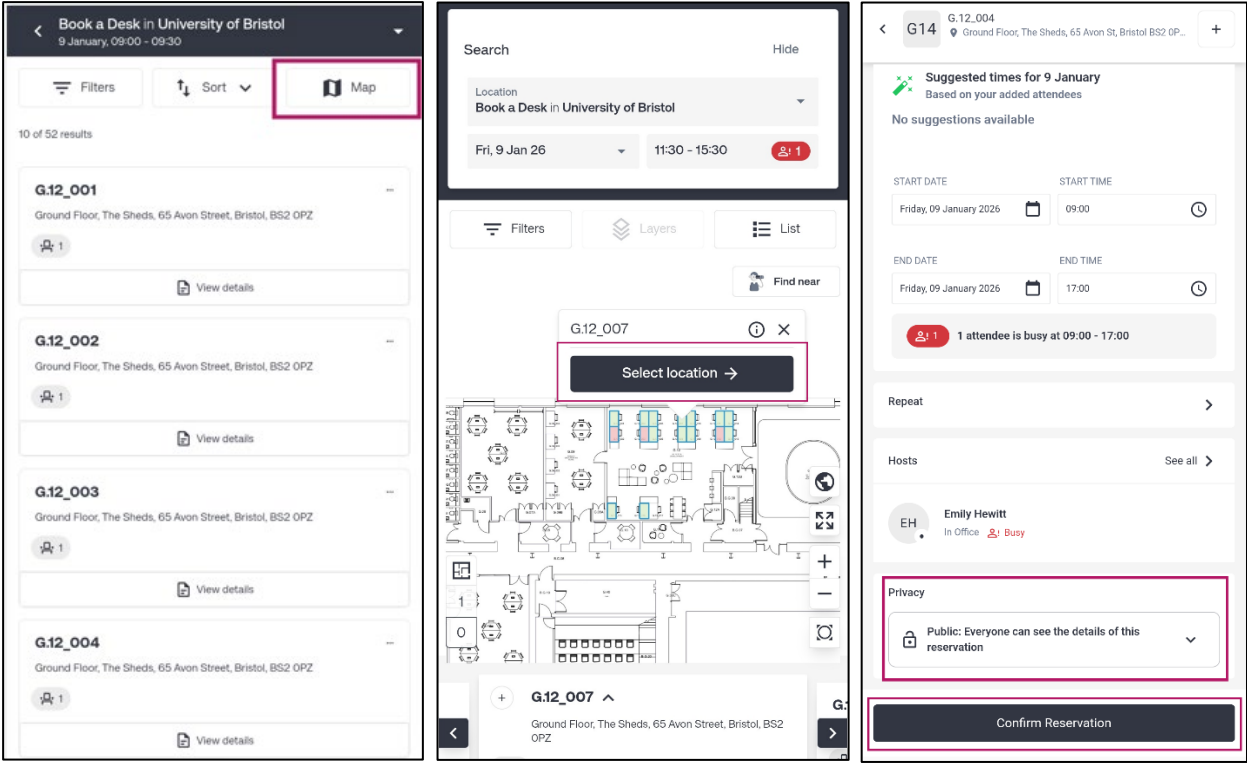


Map view

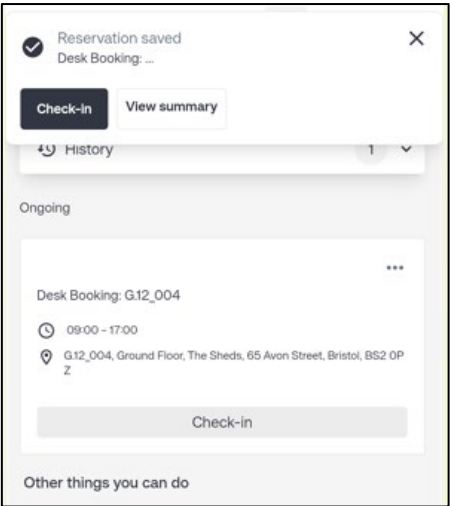
To book a desk using the interactive map view rather than the list view, select “Book a Desk”, then amend the booking time by selecting the down arrow at the top of the screen. Update the start and/or end time, then select “Confirm” (screenshots as above).

The list view will refresh. To view available desks in the map view, select “Map”, then select an available desk (shown in green on the floorplan). Click “Select options” to choose that desk. Confirm the details of the booking are correct then use the privacy dropdown arrow to select if you want your booking to be public or private.

Select “Confirm Reservation” to complete your booking.

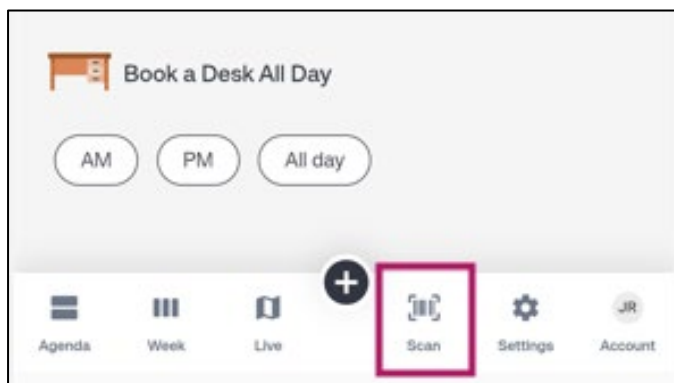


Your desk booking is now complete. You will be redirected to the home screen, where a pop-up confirmation will appear and your reservation will be visible. Your booking will also automatically sync to your Outlook calendar.

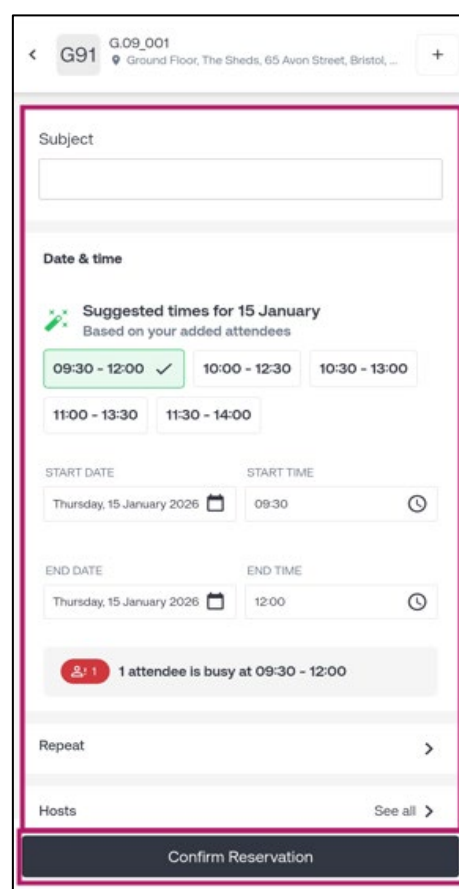
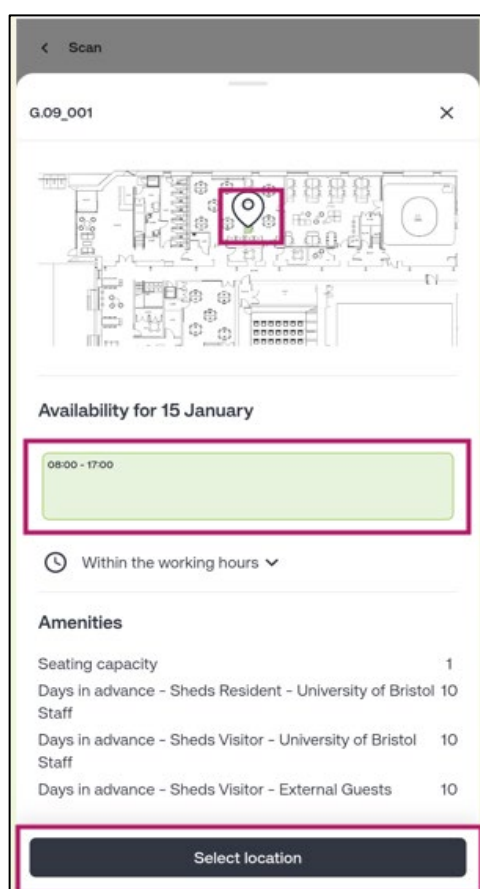


2.6.2. Desk reservation – QR code

To book a desk using the QR code on the physical desk, open the HubStar Connect app and tap “Scan”. This will open your phone’s camera. Point it at the QR code on the desk sticker to scan it to check if that desk is available to book.



If the desk is available, it will appear in green on the floor plan and show the times it is available to book. Click “Select location” to open the booking form. Leave the “Subject Line” as blank, check the other details including privacy of the booking then click “Confirm reservation”



Your desk booking is now complete. You will be redirected to the home screen, where a pop-up confirmation will appear and your reservation will be visible. Your booking will also automatically sync to your Outlook calendar.

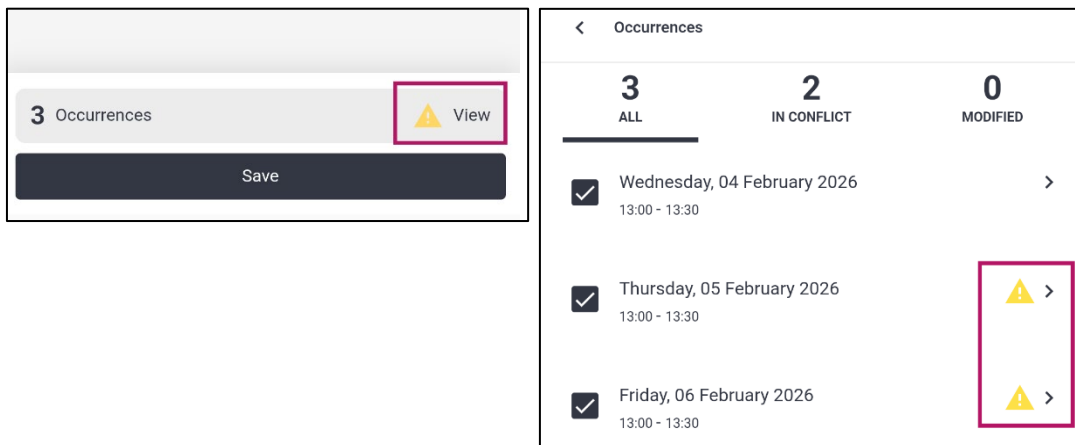
2.7. How to make a recurring desk booking

Follow the instructions above on [How to Book a Desk](#) until you reach the step to complete the booking form.

After selecting the required date, start time and end time, make your reservation recurring by selecting the “Repeat” option.

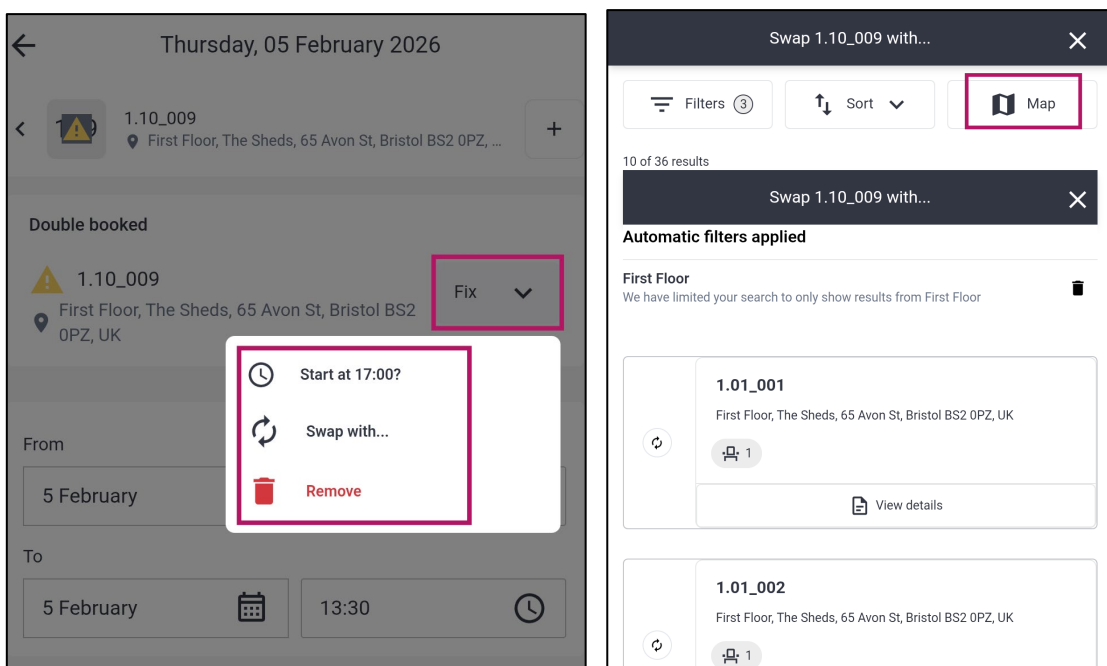
Important note: You can only create a recurring booking that falls within your permitted booking window. For example, if you are only able to book a desk up to five working days in advance, any recurring bookings that extend beyond this window cannot be confirmed.

If there is a conflict where the desk you have selected is already booked by another user, a yellow warning icon will appear. Select “View” to see details of the conflicting booking.



Users can resolve conflicts by selecting “Fix”, which provides the following options:

- Start at – change the time for the conflicting occurrence then click “Done”.
- Swap with – select a different desk for the conflicting occurrence. To change desks, select a desk from the list and click “Confirm” or click “View details” and then “Swap”. Alternatively click on “Map” to pick a desk on the floorplan and click “Confirm”.



Once you have confirmed your recurring booking details and resolved any conflicts, select “Save”, then click “Confirm Reservation” to finalise the bookings

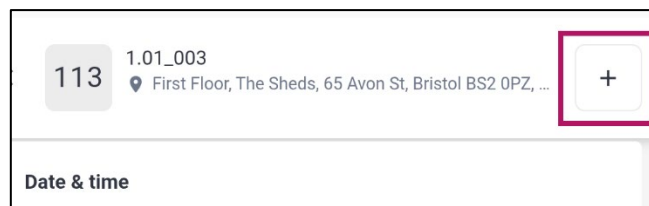
Your recurring desk booking is now complete. You will be redirected to the home screen, where a pop-up confirmation will appear. Your reservation will be visible on the home screen when you select the relevant date and details of your booking will be added to your Outlook calendar.

2.8. How to book multiple desks

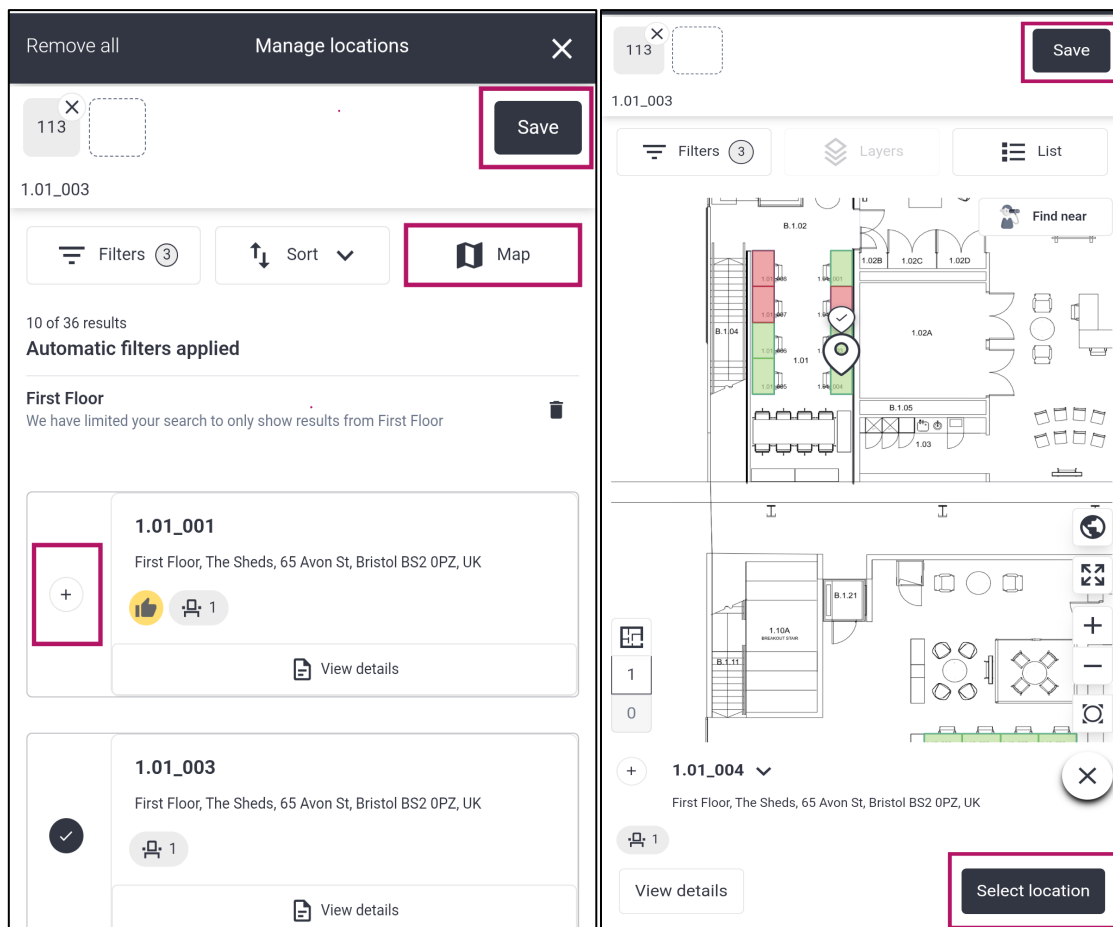
Important note: Booking multiple desks in together will be treated as **one** reservation so when you check-in or out of one desk, all bookings in the group will be checked in or out at the same time.

All desks will have the same host but once booked you can forward the Outlook appointment to another user for them to be added to the reservation.

Follow the instructions above on [How to Book a Desk](#) until you reach the step that asks you to select a location. Before completing the booking form, select **+** in the top right corner to add additional desks.



From the list view, select the desks you wish to add by clicking **+** next to each desk or click “Map” to select the desk on the floor plan, you’ll need to tap on the desk details at the bottom of the screen to see the option to “Select location”.

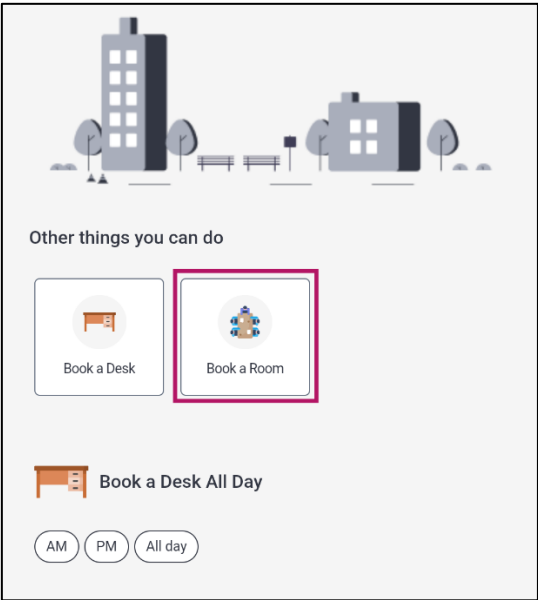


Once selected, the additional desks will appear at the top of the screen. Click ‘Save’ followed by “Confirm Reservation”.

Your reservation is now complete. You will be redirected to the home screen, where a pop-up confirmation will appear. Your reservation will be visible on the home screen when you select the relevant date and details of your booking will be added to your Outlook calendar.

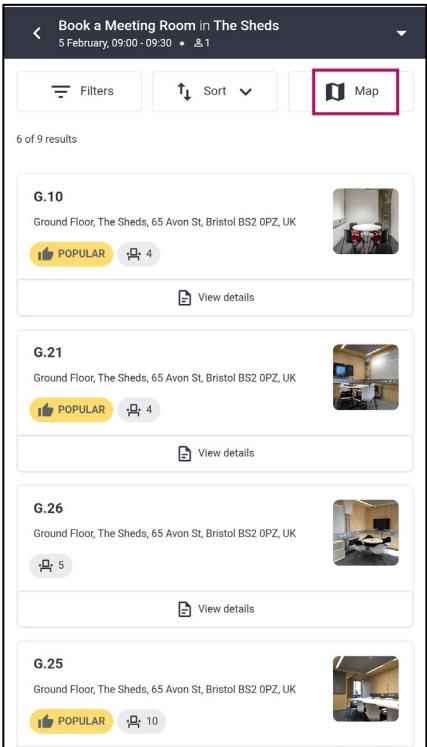
2.9. How to book a room

To book a room, from the Agenda view, select “Book a Room”.



Alternatively, navigate to the  on the left-hand navigation panel and select “Book a Room”.

Once “Book a Room” is selected, a list of available rooms will be listed or if you click “Map” available rooms will be shown in green on the floorplan.



Set the date and time of your meeting using the dropdown menu in the top left corner.

The screenshot shows the 'Book a Meeting Room in The Sheds' app interface. At the top, there is a header with a back arrow, the title 'Book a Meeting Room in The Sheds', the current date and time '28 January, 16:30 - 17:00', and a user icon. Below the header, there are three buttons: 'Filters', 'Sort', and 'Map'. The 'Filters' button is highlighted with a red box. Below the buttons, it says '9 of 9 results'. The first result is 'G.07 Workshop Room' with the address 'Ground Floor, The Sheds, 65 Avon St, Bristol BS2 0PZ, UK' and a 'POPULAR' badge. Below this, there is a 'Search' section with a 'Hide' button. The search section has a 'Location' dropdown set to 'Book a Meeting Room in The Sheds'. Below the location, there is a date and time selector. The date is 'Wed, 28 Jan 26' and the time is '16:30 - 17:00'. Both the date and time fields are highlighted with a red box. To the right of the time field is a red button with a person icon and the number '1'. Below the date and time fields, it says '1 Attendees, 0 Capacity'.

Use the filter option to select your building or if you have specific room requirements (e.g. floor level, room size, or [Teams Room](#)).

The screenshot shows the 'Book a Meeting Room in The Sheds' app interface. At the top, there is a header with a back arrow, the title 'Book a Meeting Room in The Sheds', the current date and time '5 February, 09:00 - 09:30', and a user icon. Below the header, there are three buttons: 'Filters', 'Sort', and 'Map'. The 'Filters' button is highlighted with a red box. Below the buttons, it says '6 of 9 results'. The first result is 'G.10' with the address 'Ground Floor, The Sheds, 65 Avon St, Bristol BS2 0PZ, UK' and a 'POPULAR' badge. Below this, there is a 'Filter Rooms' section. The 'Filter Rooms' section has a 'University of Bristol' dropdown set to 'The Sheds'. Below this, there is a 'Sloane Robinson Building' dropdown set to 'Sloane Robinson Building'. Below the building dropdown, there is a 'Microsoft Teams room' checkbox. Below the checkbox, there is a 'Room size' dropdown set to 'Room size'. Below the room size dropdown, there is a 'Space Type' dropdown set to 'Space Type'. Below the space type dropdown, there is a 'Seating capacity' section with a '0 people seating capacity' and a '+' button. At the bottom of the filter section, there are 'Cancel' and 'Done' buttons.

To make a reservation, select a room from either the floorplan or the list view, and complete the booking form by providing the following information:

Subject Title of your meeting
Start date Start time
End date End time
Repeat Indicate whether this is a recurring booking

Important note You can only create a recurring booking that falls within your permitted booking window. For example, if you can book a room 3 months in advance, any recurring bookings that extend beyond this window cannot be confirmed.

Host This will default to the person making the booking but can be changed if you want someone else to own the booking.

Catering Some rooms at the Sheds allow you to select if you will be using catering in the room. Toggle the button to on and provide the details of which caterer you will be using and when the food will be delivered.

Attendees Anyone with HubStar access will appear when you type their name and these users will be able to check into the booking if added as an attendee.

If you need to invite someone who isn't listed. Click "+ Add *Name*" as new contact.

- Add their full name in the "Display Name" field. If they are external to the University, please add their company name in brackets at the end of their name.
- Add their email address if you'd like them to receive an email with details of the booking.
- Do not add any details in the "Phone Numbers" and "Organisation" field.
- Click "Create and add contact" to save the new contact and add them to your booking.

Important note Only you will be able to see this contact, they won't be visible to any other users.

< Create new contact

Display name
Ann Example-Name (UWE)

Email Addresses +

Phone Numbers +

Organisation
Select >

Create and add contact

Video Conferencing Select to include a Microsoft Teams link for those joining remotely

Privacy Select whether the reservation is private or public

Once all details are entered, click "Confirm reservation".

Subject

Example Booking

Date & time


Suggested times for 6 February
Based on your added attendees

08:00 - 09:00

08:30 - 09:30

09:00 - 10:00 ✓

09:30 - 10:30

10:00 - 11:00

START DATE

Friday, 06 February 2026

START TIME

09:00

END DATE

Friday, 06 February 2026

END TIME

10:00

 All

All attendees are available at 09:00 - 10:00

Repeat

Hosts

See all

EH

Emily Hewitt

Not Working  Available

Attendees

See all

JR

Jody Rawlings

In Office  Available

JB

Joe Bloggs (Vodafone)

AS

Ann Smith (BT)

 Catering

Hide

Catering

 Video Conferencing

Hide

MS Teams

Less Details ^

Microsoft Teams

Catering requirements

Please include the name of the caterer and the delivery time.

Papi Deli, arriving at 8:45

Privacy

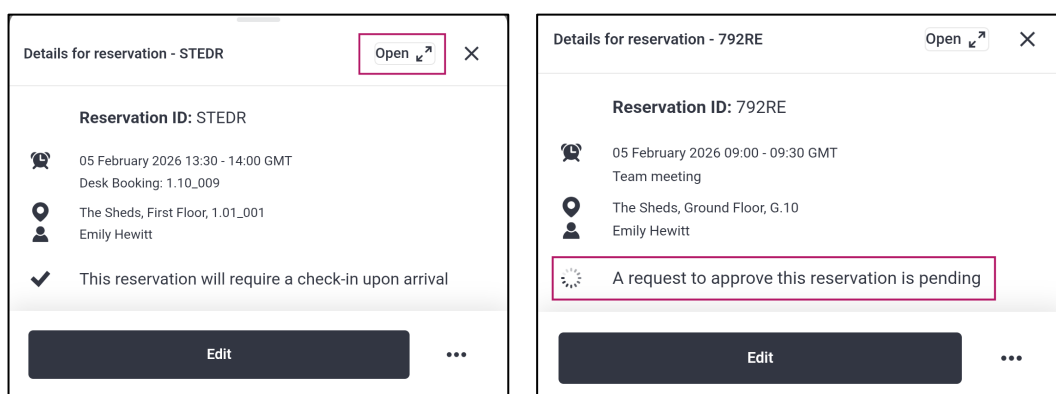
 Public: Everyone can see the details of this reservation

Show time as free

Important note: Some room bookings require approval before the reservation is accepted.

You will be redirected to the home screen, where a pop-up confirmation will appear. Your reservation will be visible on the Agenda view when you select the relevant date, and the details of your booking will be added to your Outlook calendar (once approved, if required).

You will receive an email confirming whether your booking requires approval, and you will be notified when the reservation has been approved or rejected. You can also check this by opening the booking details, click on the 3 dots and “Open”.



To signify that a space requires approval, most spaces will be tagged as “managed space” in your Outlook calendar entry.

test booking SW2-1889-AFB7D; G.10; Managed Space

If you have booked a room that has [Microsoft Teams Room](#) functionality, you will receive additional email confirmation from the Outlook calendar attached to the room as shown below. You can disregard this email unless for some reason it says the request was declined, in which case email its-tq-digital-campus@bristol.ac.uk.

2.10. How to book for someone else (e.g. delegate access)

If you are creating a booking on behalf of another colleague, they must be set as the **host** of the booking.

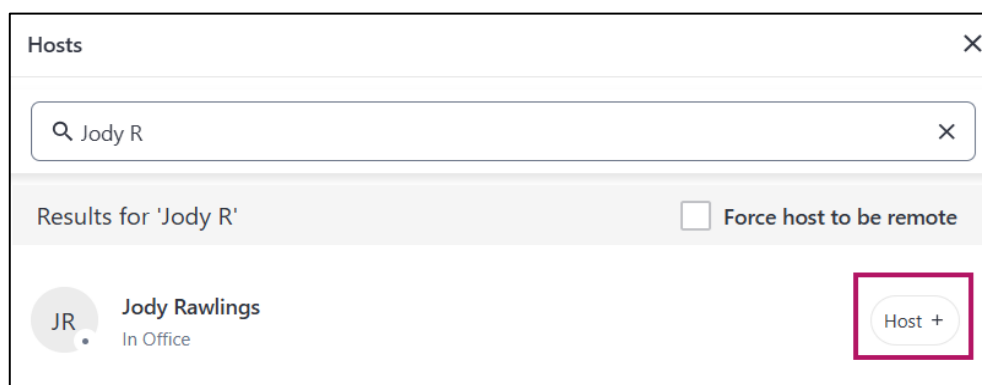
If you need to regularly edit or delete a colleague’s bookings, please ensure they have set up as a [Delegate](#) within HubStar.

Important note There can only be **one** host for a booking. For rooms you can add additional staff as attendees which will also allow them to check-in to the booking.

Start the booking as normal and within the Hosts section click “See all”.



Begin typing the name of the colleague who should be the host, when their name appears, click “Host +” next to their name.



Next to your own name, click the three dots (...) and select “Remove host” then click “Confirm” to close the host window. Complete the remainder of the booking as usual.



The booking will appear in the host’s HubStar and Outlook calendar. It will **not** appear in your own agenda, week view, or calendar, unless the booking is a meeting and you are listed as an attendee.

If you need to edit a booking you’ve created for a colleague and you’re set up as their [delegate](#), go to the date of the booking in [Scheduler view](#) and ensure you’ve selected the right form in the top left box (e.g. Book a room). Enter the host’s name in the “Search reservations” box and select the booking from the list to edit it.

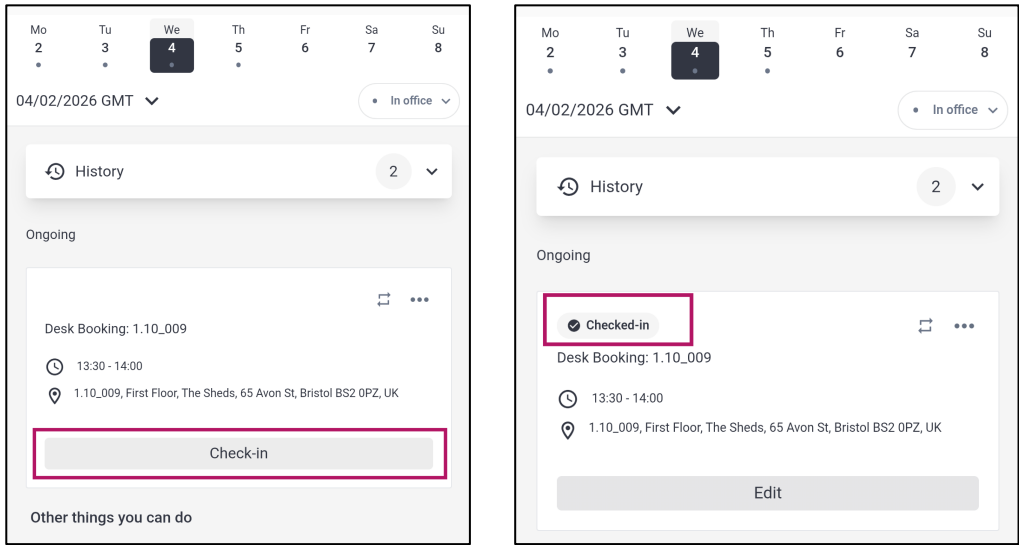
2.11. How to check-in to your booking

Important note For room bookings, you have **15 minutes** to check-in.
 For desk bookings, you have **one hour** to check in to your reservation.
 If you do not check-in in time, the reservation will be automatically cancelled and released back into the system for another colleague to book.

2.11.1. Check-in via the Hubstar Connect app

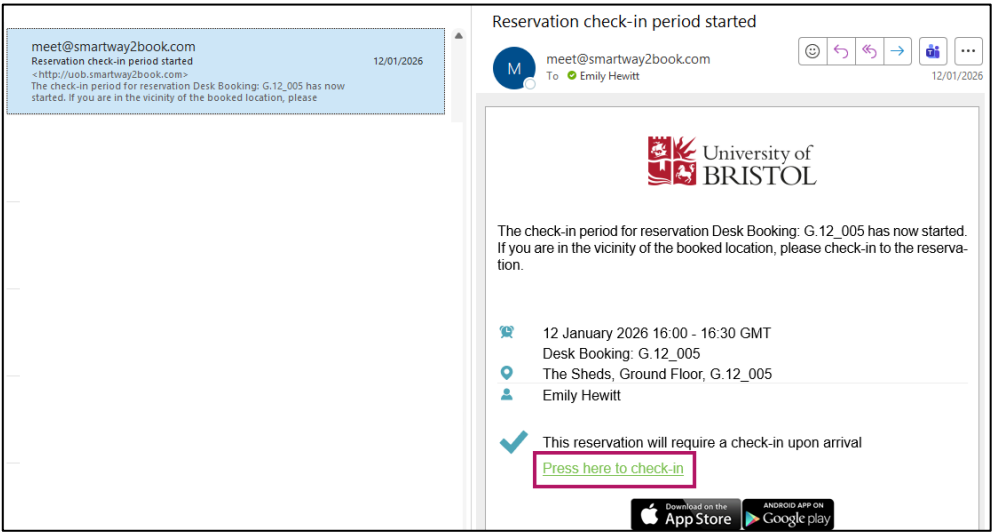
To check-in to a booking via the HubStar Connect select the relevant date at the top of the screen, then select ‘Check-in’ on your booking. Your reservation status will automatically update to “Checked in”, and the desk or room will appear in red on the floorplan view

when your booking start time commences.

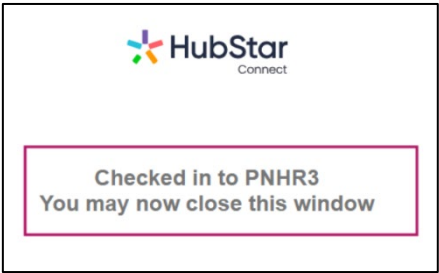


2.11.2. Check-in via Outlook automatic email confirmation

Prior to your desk booking starting, you will receive an automated email confirming that your check-in period has begun. You can check in to your booking directly from this email by opening it and selecting “Press here to check in”.



You will be redirected to a HubStar URL confirming that you have been checked in to your reservation. You can then close the window.



2.12. How to edit or delete/cancel a booking

Open the “Agenda” view and navigate to the date of your booking. Select the booking you want to change. Click “Edit” and update the details as needed, then click “Save”.

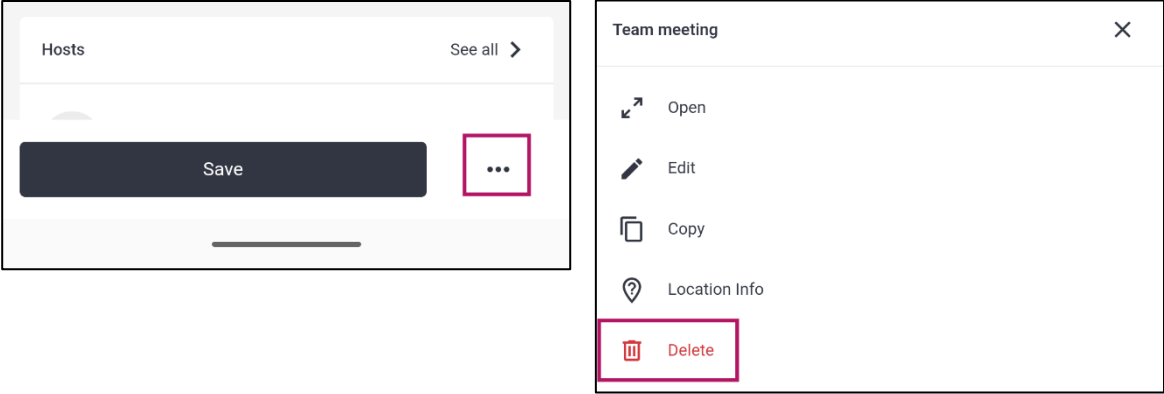
The screenshot displays the booking editing interface. The left panel, titled 'All day', shows details for 'Desk Booking: 1.10_009' with a time slot of 13:30 - 14:00 and location 1.01_001, First Floor, The Sheds, 65 Avon St, Bristol BS2 0PZ, UK. An 'Edit' button is highlighted. Below this, an 'Upcoming' section shows a booking for 09:00 - 09:30, 'Team meeting' at G.10, Ground Floor, The Sheds, 65 Avon St, Bristol BS2 0PZ, UK, with an 'Edit' button. The right panel shows the 'Subject' as 'Team meeting.' and the 'Date & time' section with suggested times for 5 February. It includes fields for start/end dates and times, and a 'Save' button at the bottom.

If you move your booking to a room or time that isn't available, a message will appear to let you know the space is double booked. Click “Fix”, then choose “Swap with” to select a different location or

- Start at – change the time for the conflicting occurrence then click “Done”.
- Swap with – select a different desk for the conflicting occurrence. To change desks, select a desk from the list and click “Confirm” or click “View details” and then “Swap”. Alternatively click on “Map” to pick a desk on the floorplan and click “Confirm”.
- “Remove” to take the location out of the booking. You can then adjust the booking time and use “+ Manage locations” to see which spaces are available.

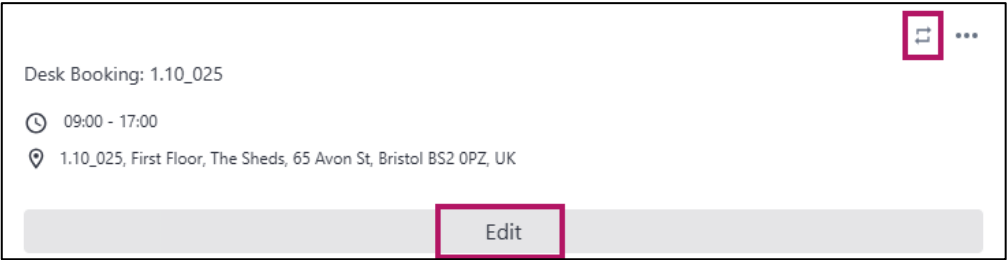
The screenshot shows a 'Double booked' error message. The left panel displays a warning icon and the text 'Double booked' with a 'Fix' button. The right panel shows a modal with options: 'Start at 17:00?', 'Swap with...', and 'Remove'.

To delete or cancel a booking, click on the three dots next to “Save” and select “Delete”.

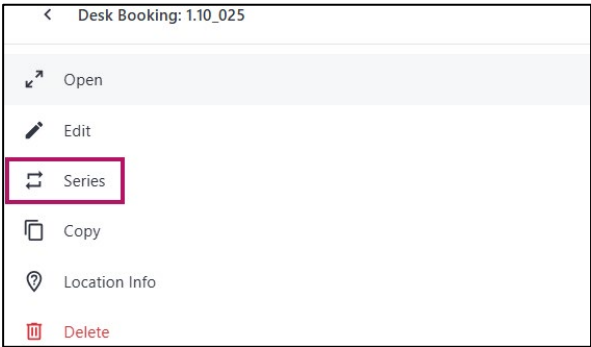


2.12.1. Editing a reoccurring booking

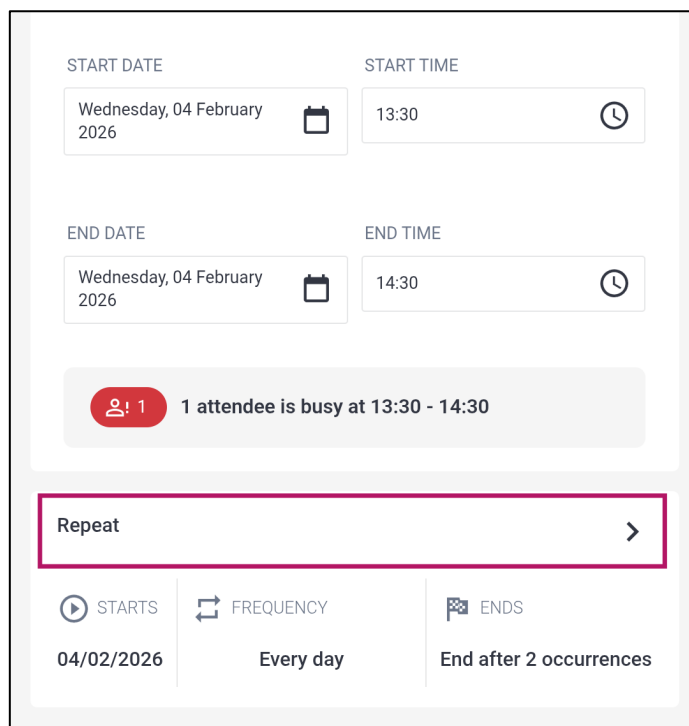
In the agenda view, a reoccurring booking will have two arrows in a loop in the top right corner of the booking. Click “Edit” to change just that booking or click on the 3 dots to delete that entry.



If you wish to amend the whole series of bookings, click on the 3 dots and select “Series”.



Here you can change the time of every booking or amend the occurrences of the series by selecting “Repeat >”.



START DATE: Wednesday, 04 February 2026

START TIME: 13:30

END DATE: Wednesday, 04 February 2026

END TIME: 14:30

1 attendee is busy at 13:30 - 14:30

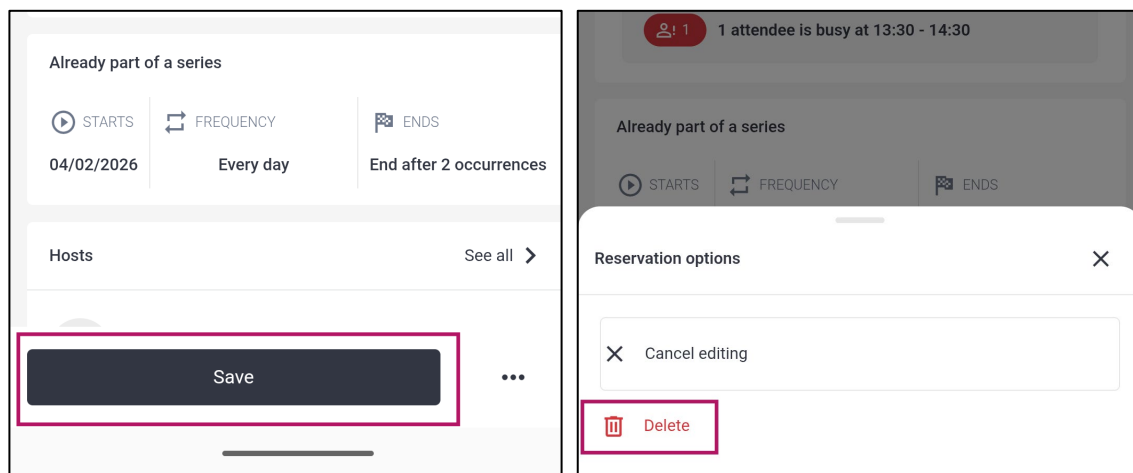
Repeat >

STARTS: 04/02/2026

FREQUENCY: Every day

ENDS: End after 2 occurrences

Once you have edited the series, click “Save” at the bottom of the screen. To delete/cancel the whole series, click on the three dots next to “Save” and click “Delete”.



Already part of a series

STARTS: 04/02/2026

FREQUENCY: Every day

ENDS: End after 2 occurrences

Hosts: See all >

Save ...

Reservation options

Cancel editing

Delete

2.13. Help and support

Further user guides are available at www.bristol.ac.uk/workspace-reservations/, please refer to these in the first instance.

If you still need assistance and already have a HubStar account, please email its-tq-digital-campus@bristol.ac.uk.