

User Guide

HubStar – Blue Badge and Fleet Parking

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Version History

Version	Reason for Issue	Issue Date	Version Author	Review Due Date
1.0	New document	16.09.26	Emily Hewitt	16.09.27
2.0	Added Fleet info	29.09.26	Emily Hewitt	29.09.27

1 Overview

1.1 Purpose

This document provides guidance for users on how to book and manage Blue Badge and Fleet parking reservations using the HubStar website.

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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, Sloane Robinson Building and Howard House.

Note:

- Blue Badge parking is only available at Sloane Robinson.
- Fleet (and contractors on behalf of the University) parking at Sloane is only visible to a set group of users

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

University of Bristol staff and students can access HubStar via Single Sign-On (SSO).

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.

Parking spaces will show as private by default.

2.3 How to log in to HubStar

To access HubStar using the desktop URL, click the following link:
<https://uob.smartway2book.com/se>.

Users should automatically be prompted to sign in with Single Sign on (SSO).

2.4 How to navigate HubStar

The left-hand menu allows you to view the different views within HubStar. Click on the three lines under the logo to expand the menu.

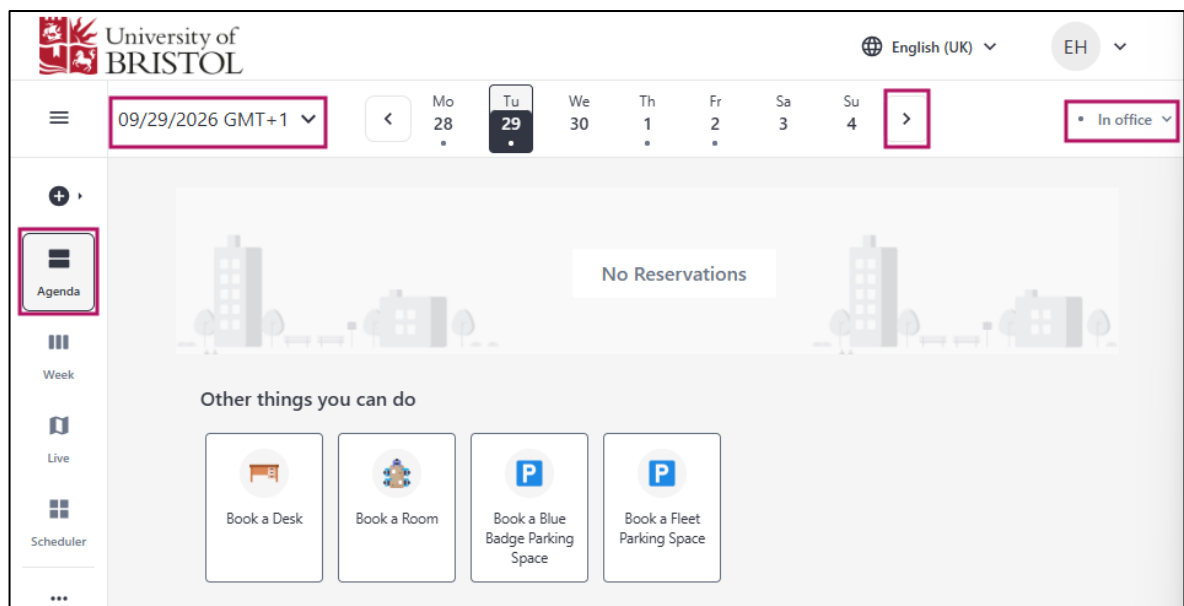
Click on the drop down next to your initials in the top right corner to access the settings menu or logout.

2.4.1 Views explained

2.4.1.1 *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 different date directly or use > to move to next day or >> to move to next week. For further ahead dates, click on the date under the logo.

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

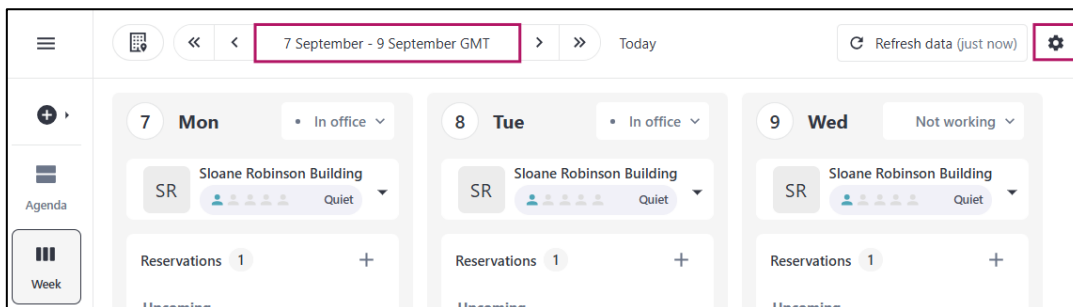


2.4.1.2 *Week view*

The Week view shows you all bookings for the week.

To change the dates of the week you wish to view click on the dates, select the day you wish to view and click "confirm". Alternatively use > to move forward by one day or >> to go to the next week.

If you click the settings cog you can use the toggle to decide whether you want to include non-working days.



2.4.1.3 Scheduler view

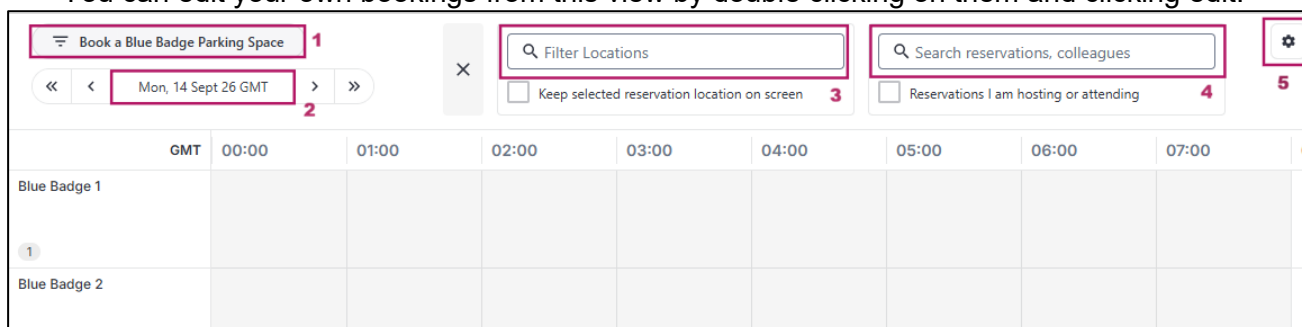
The **Scheduler** view displays all spaces within the same group (for example, all rooms) for a single day. Use the filter (1) to switch between different space groups (such as parking, desks or rooms) or apply additional filters. You can also use the filter box (3) to search for a specific parking space, eg “Blue Badge 3”.

Click on the displayed date to select a different day, then click “Confirm”. Alternatively use > to move forward by one day or >> to go to the next week.

Within this view you can search for your own existing booking for the selected day using a reservation ID (4) or selecting “Reservations I am hosting or attending”. All bookings for the selected day will be shown in a list.

Use the settings cog (5) to adjust the Scheduler view layout to your preference.

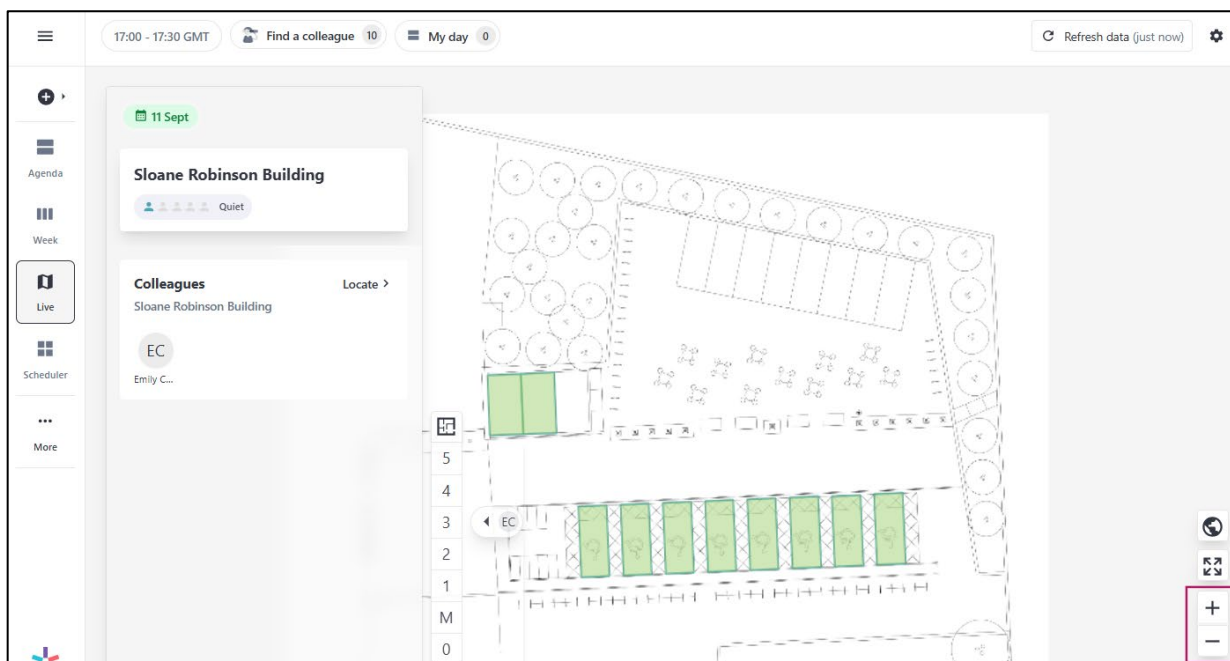
You can edit your own bookings from this view by double clicking on them and clicking edit.



2.4.1.4 Live view

The **Live** view shows which spaces are currently available (in green) and which are in use (in red).

To zoom in or out, use the + or – buttons in the bottom right corner or use the wheel of your mouse.



2.4.2 System settings

To access the settings menu, click on your initials in the top right corner and click “Settings”.

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. Click “Save” if you do make any changes.

2.5 How to book a parking space

Before booking a parking space, please read [the terms and conditions](#) to ensure you understand the conditions.

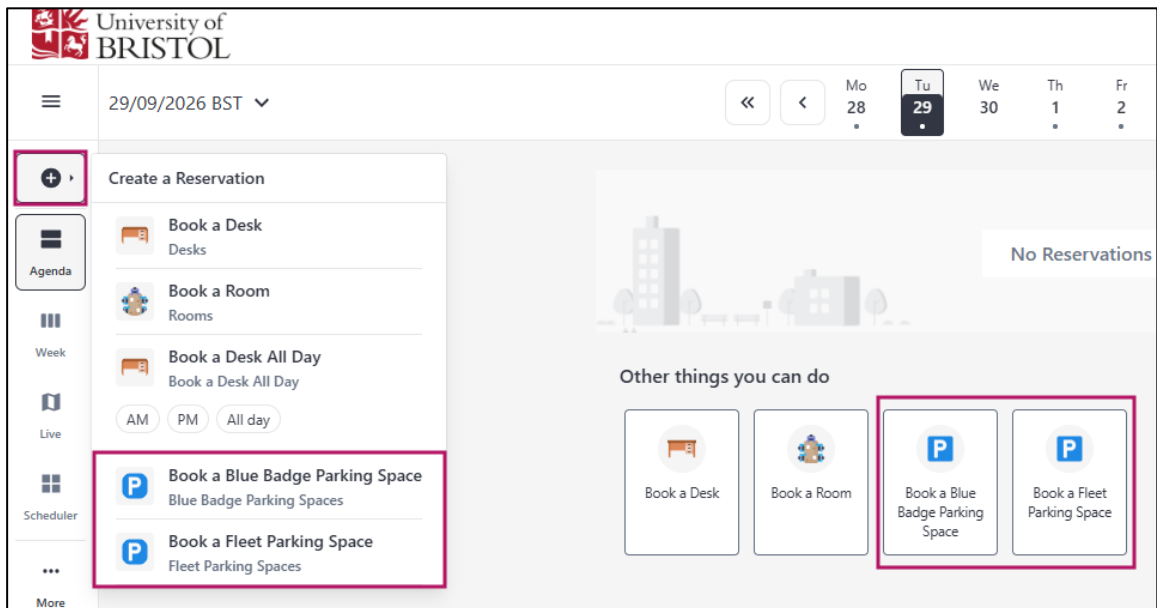
Blue Badge spaces at Sloane Robinson Building are available to book daily between 05:00 and 23:59 Monday to Friday and 09:00 – 18:00 Saturday to Sunday.

Fleet spaces at Sloane Robinson Building are available between 05:00 and 23:59 every day.

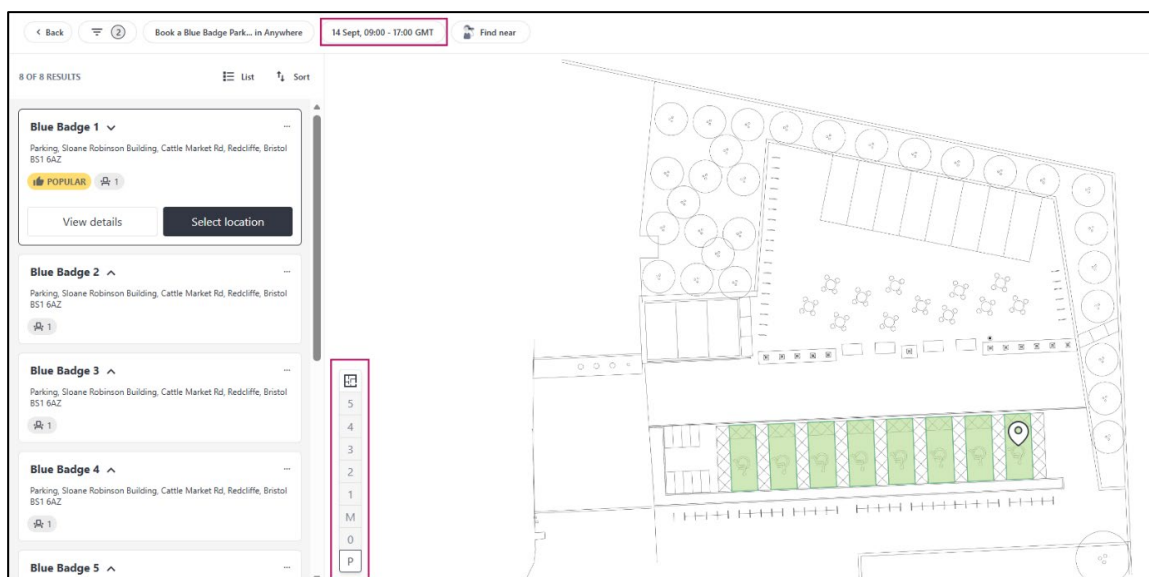
A space can be booked up to **20 working days in advance for residents** (people who are usually based at the building) and up to **5 working days in advance for non-residents**. Bookings must be for a **minimum of one hour** and can only be made for a single day. There is no requirement to check in when using a booked space and all bookings are set to private by default.

From the Agenda view, choose the date you wish to book and select "Book a Blue Badge Parking Space" or "Book a Fleet Parking Space" to make your reservation.

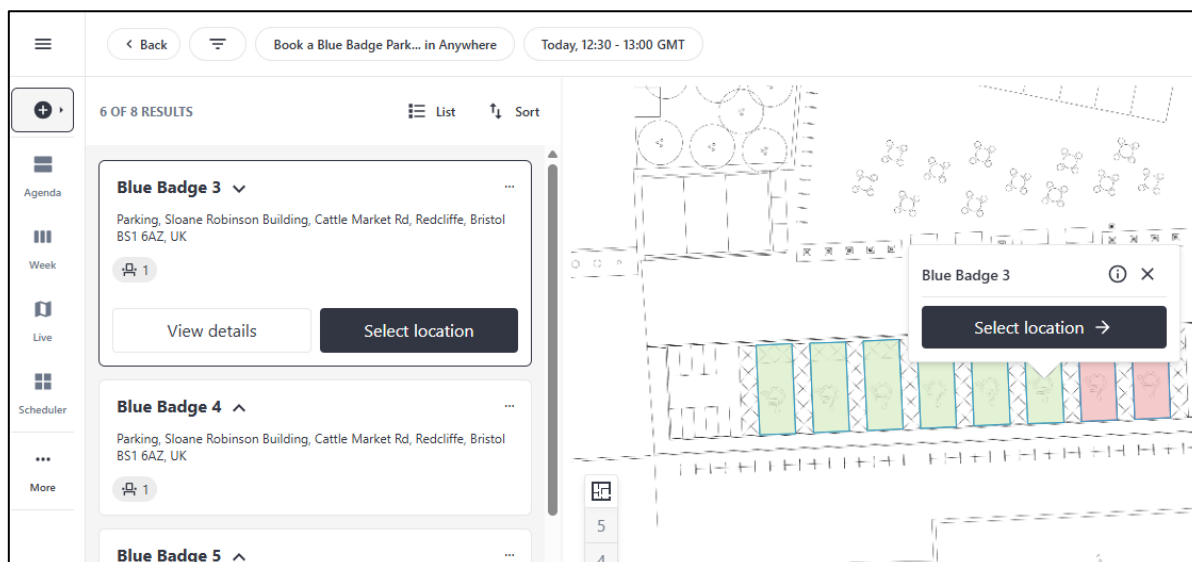
Alternatively, navigate to the  on the left-hand navigation panel and select the relevant resource type.



Once selected, the floorplan will be displayed. Amend the time in the top menu and available spaces will show in green.



To make a reservation, select a space from either the floorplan or the list view, then confirm your selection by clicking "Select location".



Start the booking form by selecting the required date, start time and end time (1). The suggested times at the top are based on your availability in Outlook, not the space availability.

Enter your Car registration (VRM) (2), also known as the vehicle number plate in the box provided.

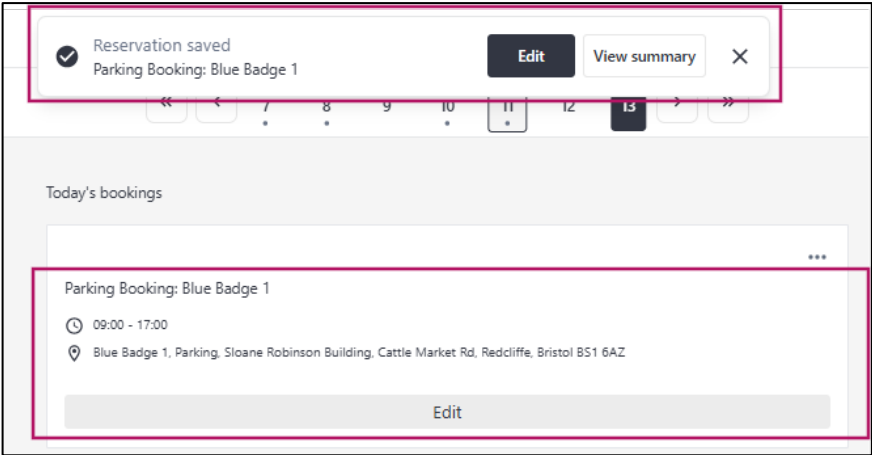
For Blue Badge bookings only, tick the “Confirmation of conditions” (3) to confirm you hold a valid blue badge and will display this when parking.

Ensure you have read the Sloane Robinson parking terms and conditions (www.bristol.ac.uk/srb-parking-terms) then tick the “I accept the parking terms and conditions” box (4).

Lastly click “Confirm reservation” (5).

The screenshot shows the 'Reservation' form. At the top, there's a 'Confirm Reservation' button labeled '5'. Below it, 'Suggested times for 16 September' are listed: 17:00 - 18:00, 17:30 - 18:30, 18:00 - 19:00, 18:30 - 19:30, and 19:00 - 20:00. A red box labeled '1' highlights the 'START DATE' and 'START TIME' fields. The 'START DATE' is 'Wednesday, 16 September 2026' and the 'START TIME' is '10:00'. Below these, the 'END DATE' is 'Wednesday, 16 September 2026' and the 'END TIME' is '11:00'. A red box labeled '2' highlights the 'Car registration (VRM)' field. Below that, there's a 'Confirmation of conditions' section with a checkbox labeled '3' and the text 'I hold a valid blue badge and will display this when parking'. Below that, there's a section for 'I accept the SRB parking terms and conditions (www.bristol.ac.uk/srb-parking-terms)' with a checkbox labeled '4'. On the right, a sidebar shows '1 location selected' and a 'Manage locations' button. Below that, 'Blue Badge 8' is listed with its address: 'Parking, Sloane Robinson Building, Cattle Market Rd, Redcliffe, Bristol BS1 6AZ'. A red box labeled '1' highlights the 'Select location' button in the sidebar.

Your 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 on the day of the booking.



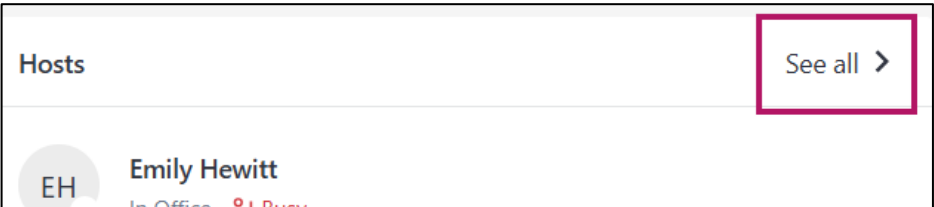
You do not need to check-in to your Blue Badge parking space when you arrive.

2.6 **How to book for someone else**

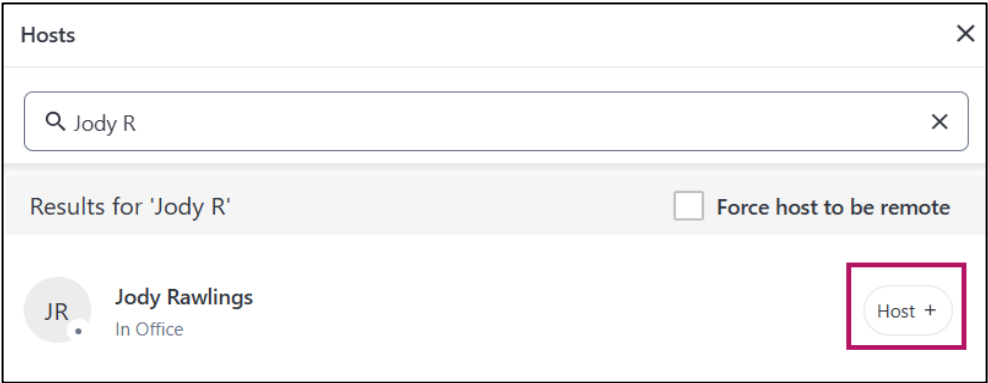
If you are creating a booking on behalf of another colleague, they must be set as the **host** of the booking.

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.

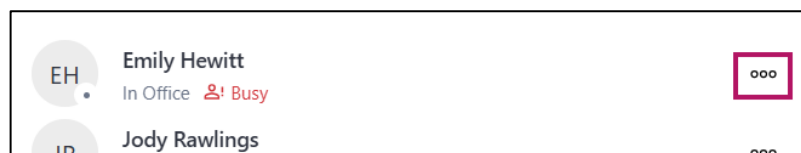
Start the booking as normal and within the Hosts section click “See all”.



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.

All staff (including honorary and associate staff) and students will be listed in HubStar. If you need to book for someone outside of the University, click "+ Add *Name*" as new contact.

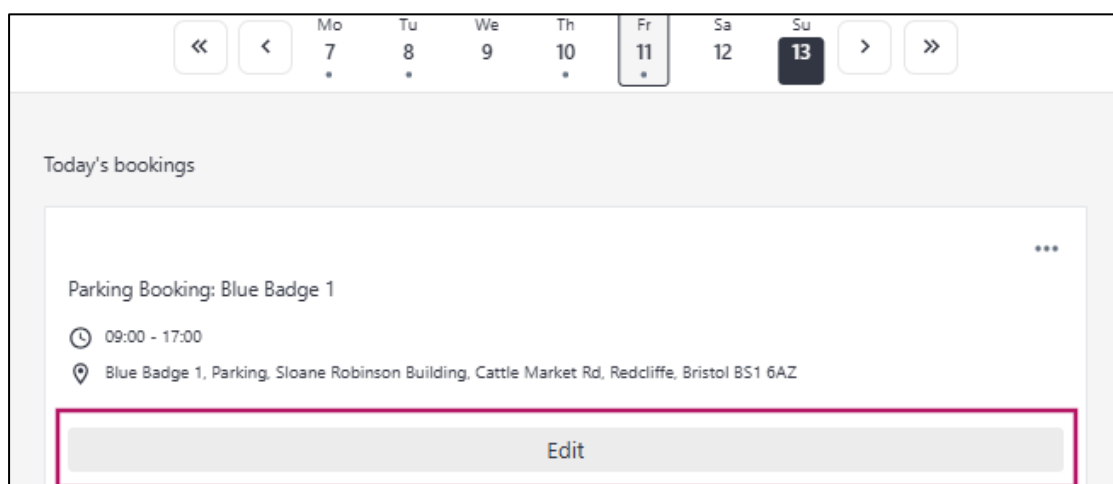
- Add their full name in the "Display Name" field with their company name in brackets at the end of their name.
- Add their email address if you'd like them to receive an email with details of the booking.
- Do not add any details in the "Phone Numbers" and "Organisation" field.

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.

2.7 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 shows the 'Date & time' section with 'Suggested times for 13 September' based on added attendees. The times are: 08:00 - 17:00, 08:30 - 17:30, 09:00 - 18:00 (selected with a checkmark), 09:30 - 18:30, and 10:00 - 19:00. Below this are fields for 'START DATE' (Sunday, 13 September 2026), 'START TIME' (09:00), 'END DATE' (Sunday, 13 September 2026), and 'END TIME' (18:00). On the right, the '1 location selected' panel shows 'Blue Badge 1' at 'Parking, Sloane Robinson Building, Cattle Market Rd, Redcliffe, Bristol BS1 6AZ'. A 'Save' button is highlighted in the top right corner.

If you move your booking to a parking space 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 "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' message with a yellow warning triangle. It indicates 'Blue Badge 5' at 'Parking, Sloane Robinson Building, Cattle Market Rd, Redcliffe, Bristol BS1 6AZ'. A 'Fix' button with a dropdown arrow is highlighted. On the right, the '1 location selected' panel shows 'Blue Badge 5' and a '+ Manage locations' button, both highlighted.

To delete/ cancel a booking, click on the three dots and select "Delete".

The screenshot shows 'Today's bookings' with a booking for 'Blue Badge 1' at '09:00 - 17:00' at 'Blue Badge 1, Parking, Sloane Robinson Building, Cattle Market Rd, Redcliffe, Bristol BS1 6AZ'. A context menu is open on the right, showing options: 'Open', 'Edit', 'Copy', 'Location Info', and 'Delete' (highlighted with a red box).

2.8 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 with HubStar, please contact [Building Systems Team](#).

If you have queries regarding parking, please contact the [Transport team](#).