

HubStar Website User Guide

– Commercial Members

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1.0	New document	14.09.26	Emily Hewitt	14.09.27

1 Overview

1.1 Purpose

This document provides guidance for users on how to book and manage desk and room reservations using the HubStar 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 spaces within relevant buildings. Initially, HubStar will be available at the Sheds, Sloane Robinson Building and Howard House.

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

This guide details how to book rooms using the HubStar website. A separate guide is available for booking parking spaces, see <https://www.bristol.ac.uk/workspace-reservations>.

2.2 How your data is used

To help everyone make the most of our shared workspaces, HubStar displays basic booking information to other users. This includes the booking title and the name of the person who made the booking. If you would prefer not to share these details, you can simply mark your booking as Private.

Your username will be your email address and visible to other users.

2.3 How to log in to HubStar

To access HubStar using the desktop URL, click the following link:

<https://uob.smartway2book.com/se>

Commercial Members will need to create an Entra account in advance to gain access to HubStar. These instructions will be sent to you separately.

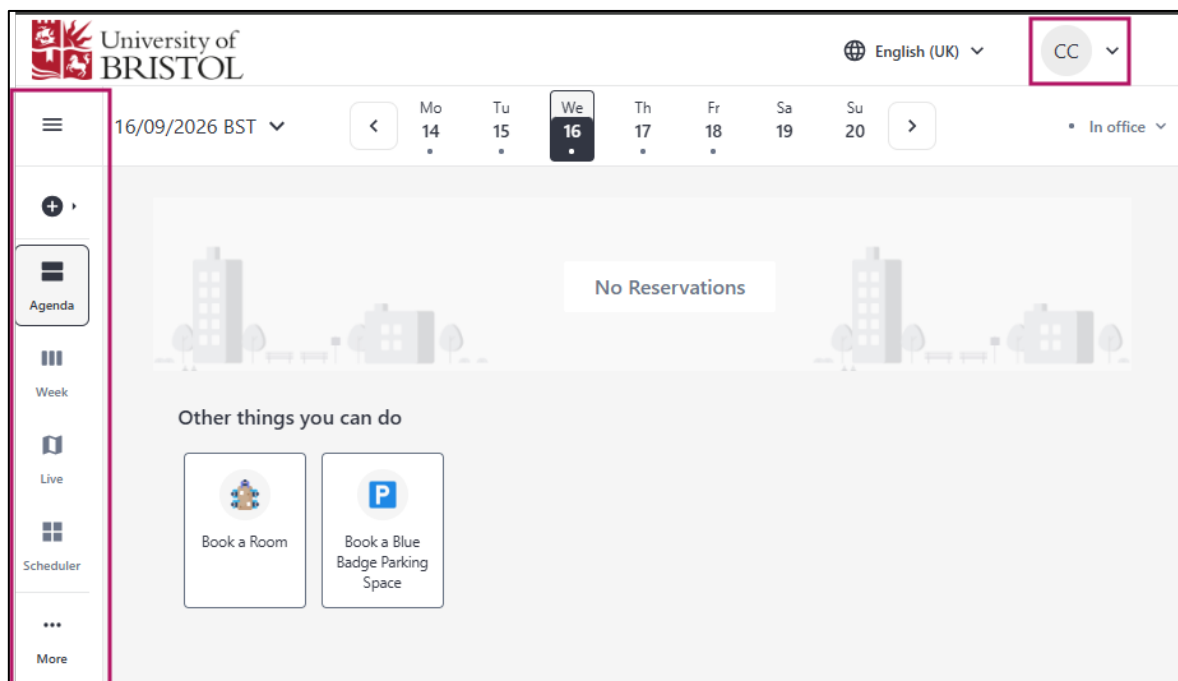
You should automatically be prompted to sign in with Single Sign on (SSO) using your email address. You will be sent a code to verify your login instead of having to use a password.

Each time you open a new browser window to open HubStar you will need to verify your identity via an email code.

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.

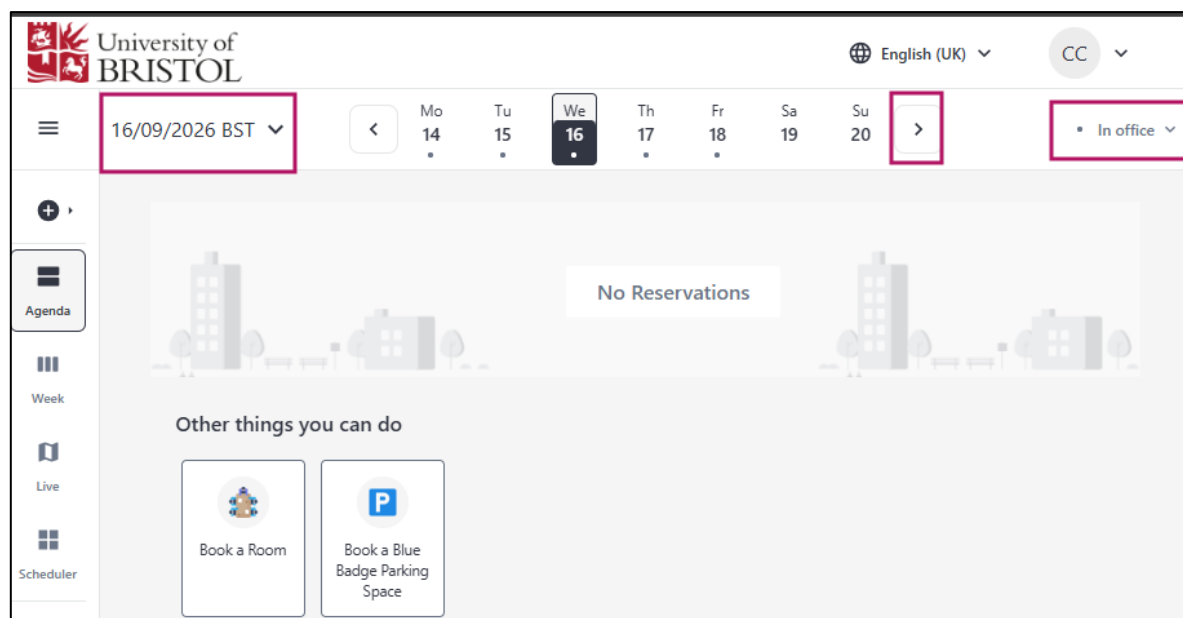


2.4.1 Views explained

2.4.1.1 *Agenda view*

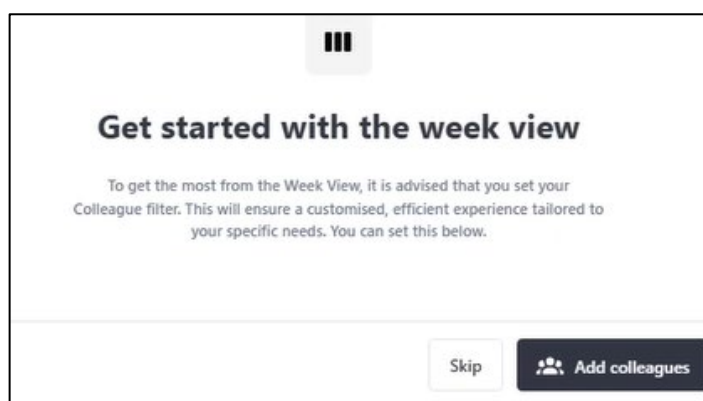
The **Agenda** view is the default view and shows you any bookings for the selected day. It defaults to today's date, click on any different date directly or use > to move to next day or >> to move to next week. For further ahead dates, click on the date under the logo.

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. The first time you use the week view, you'll see this pop up, just click "Skip".

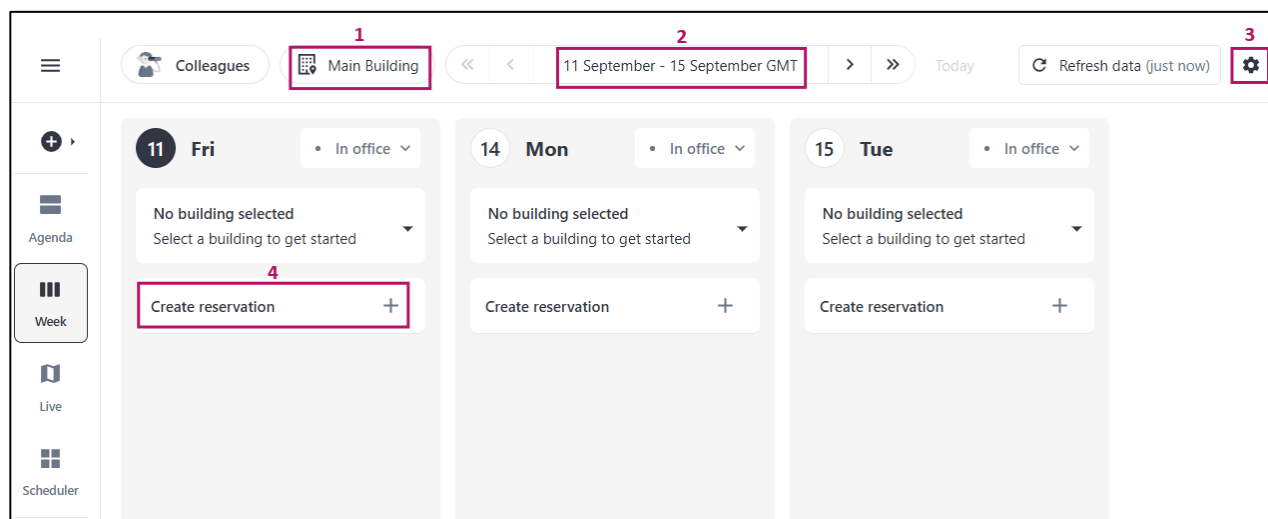


Using the Week view, you can change between buildings by clicking on “Main Building”(1).

To change the dates of the week you wish to view click on the dates (2), 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 (3) you can use the toggle to decide whether you want to include non-working days.

Click “Create reservation” for the day you wish to book for.



2.4.1.3 Scheduler view

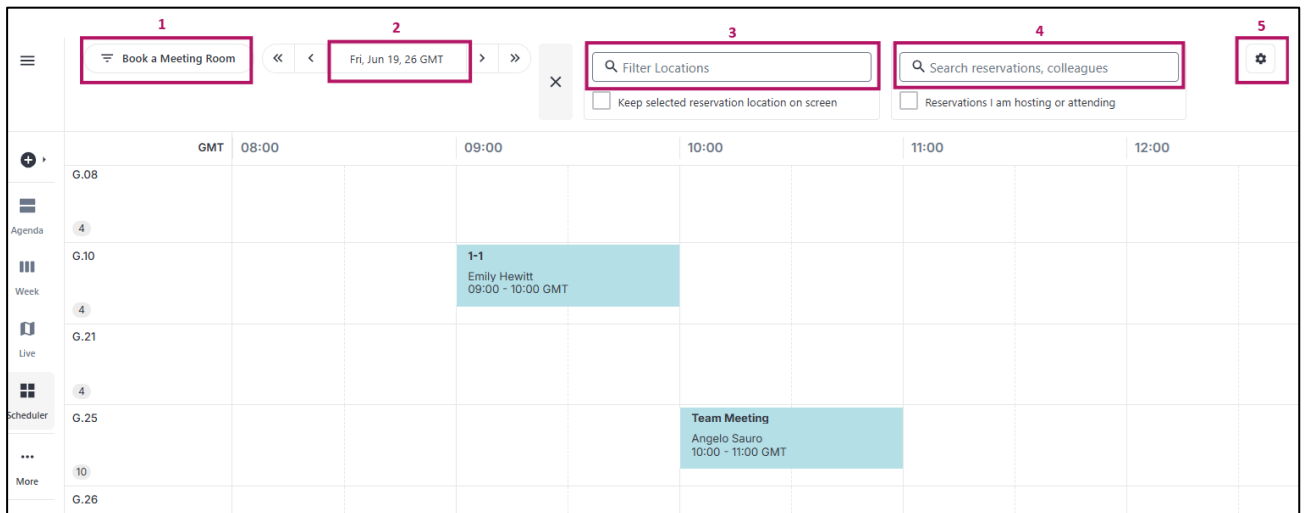
The **Scheduler** view displays all spaces within the same group (for example, all rooms) for a single day. Use the filter (1) to switch between different space groups (such as desks or rooms) or apply additional filters. You can also use the filter box (3) to search for a specific room number.

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.

To view your own bookings or those of a colleague (e.g. if you are a delegate), enter their name in the search box (4). 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.

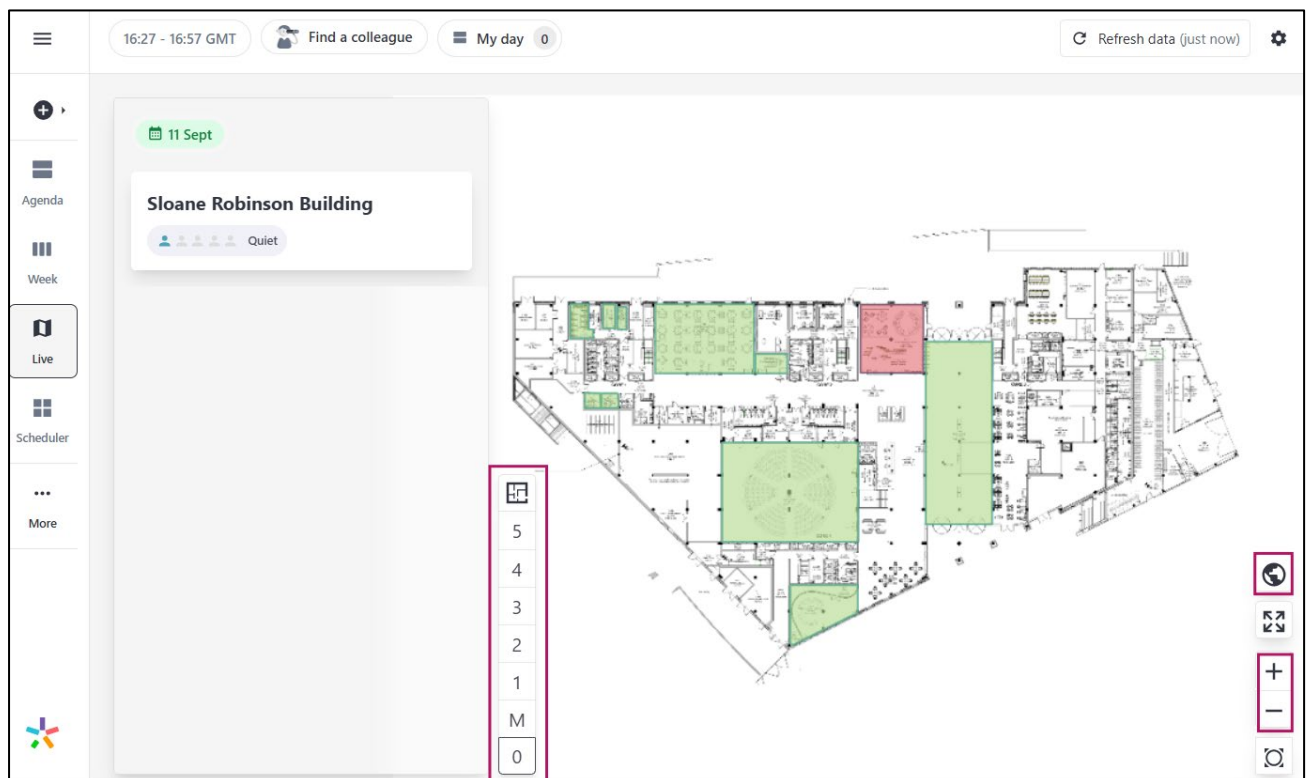
You can edit your own bookings from this view by double clicking on them and clicking edit.



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 change the floor level, select the numbers in the bottom left corner of the map. To zoom in or out, use the + or – buttons in the bottom right corner or use the wheel of your mouse. You can also click the world icon to switch to another building in the left corner of the map. To zoom in or out, use the + or – buttons in the bottom-right corner



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.

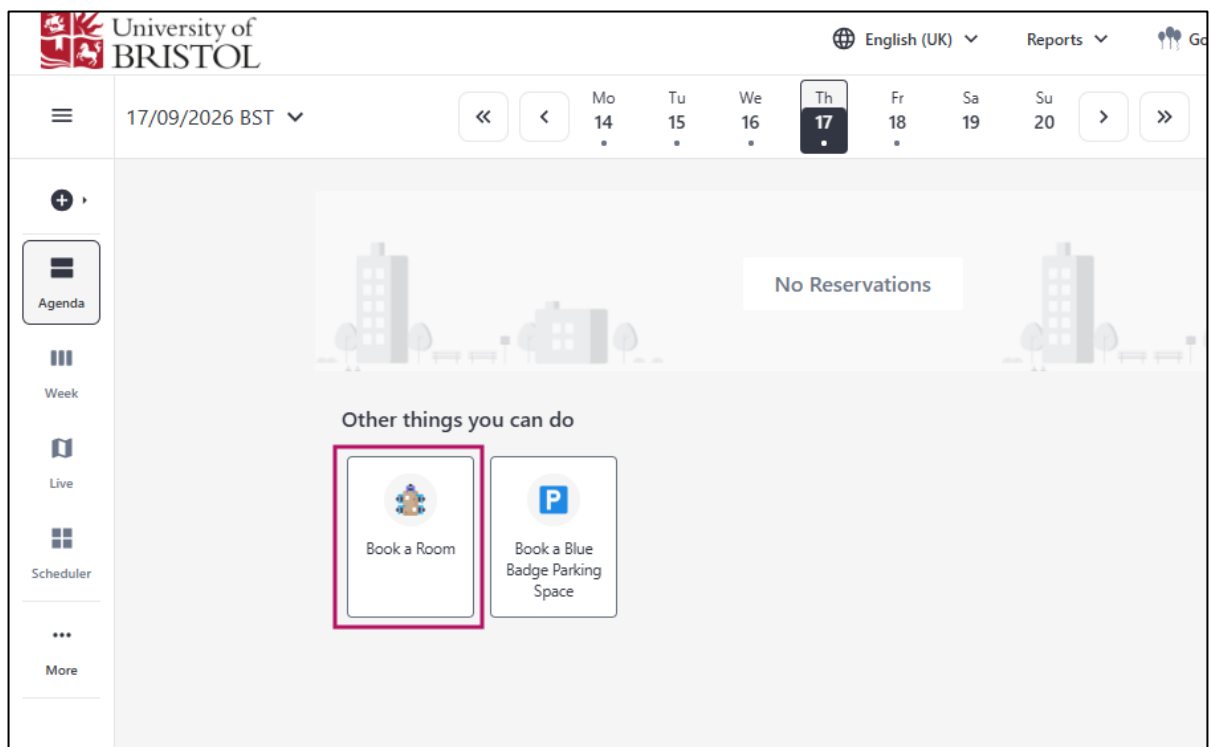
Working Days allows you to select your working days and working times. We recommend leaving “I primarily work at home” toggled off to make it easier to book spaces when you are in the office. “Time interval” is the default duration when you start to make a booking. Click “Save” if you do make any changes.

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 is for the Find a colleague feature which allows staff to favourite coworkers. This is on by default but you can turn this off by switching the toggle to off and then click “Save”.

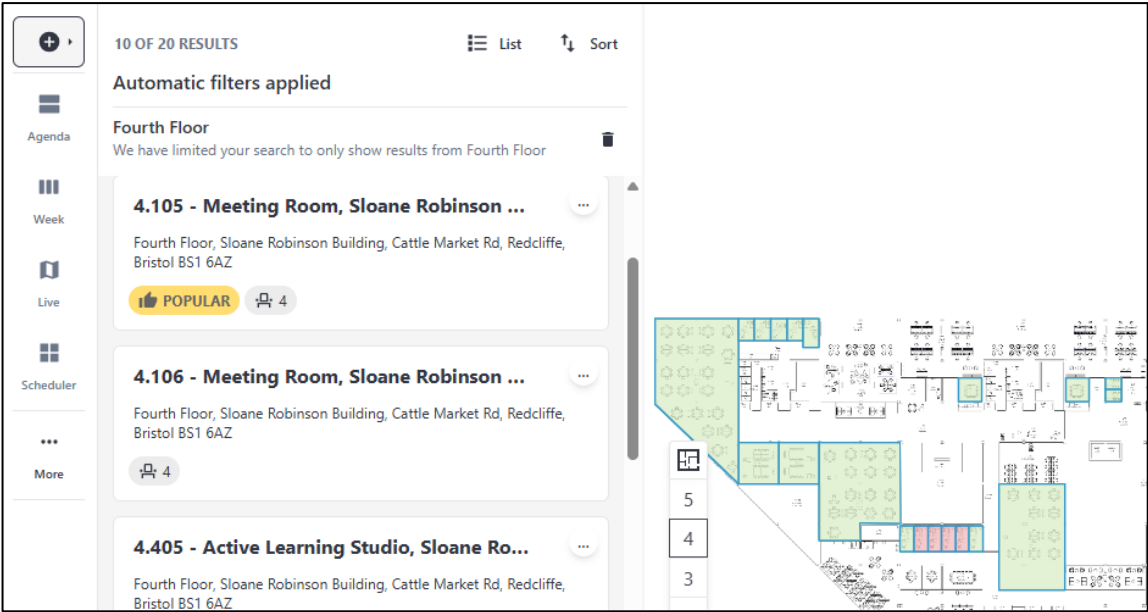
2.5 How to book a room

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

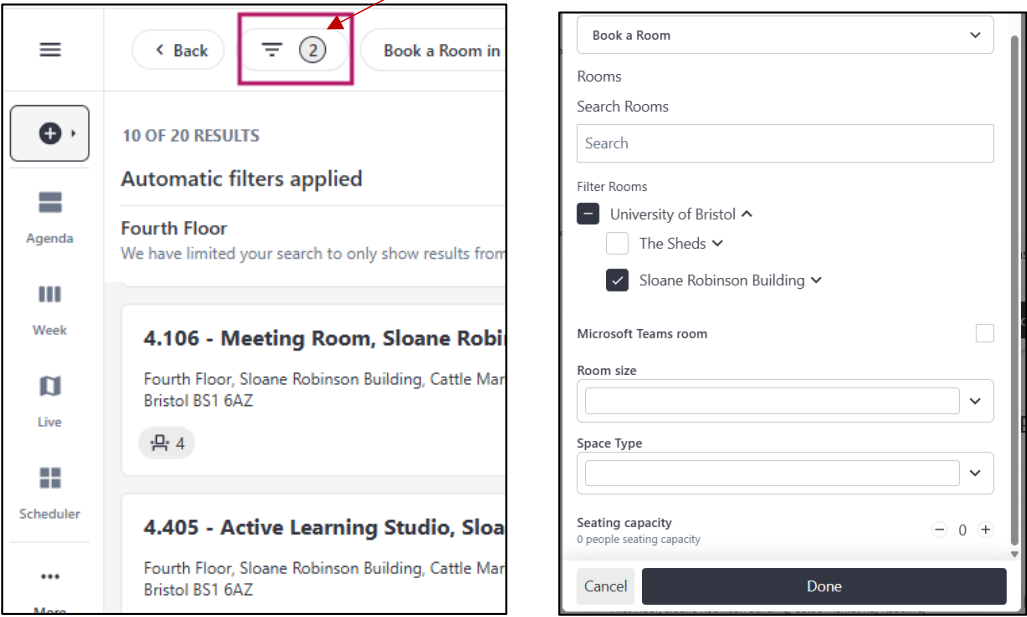


Alternatively, navigate to the  on the left-hand navigation panel and select “Book a Room”.

Once “Book a Room” is selected, the floorplans for will be displayed. Available rooms are shown in green.



Use the filter option to select your building or if you have specific room requirements (e.g. floor level, room size, space type).

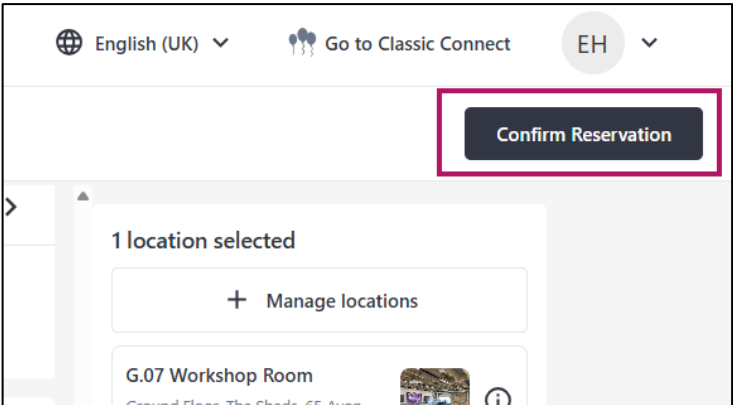


To make a reservation, select a room from either the floorplan or the list view, and complete the booking form by providing the following information:

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

Host	This will default to the person making the booking and they will be required to check-in to the booking
Attendees	If you are organising a meeting with others we suggest you invite them via your calendar and not via HubStar.
Company to invoice	Enter your company name
Privacy	Select whether the reservation should be private or public within HubStar
Show time as free	HubStar bookings won't sync with your calendar so changing this won't have an impact.

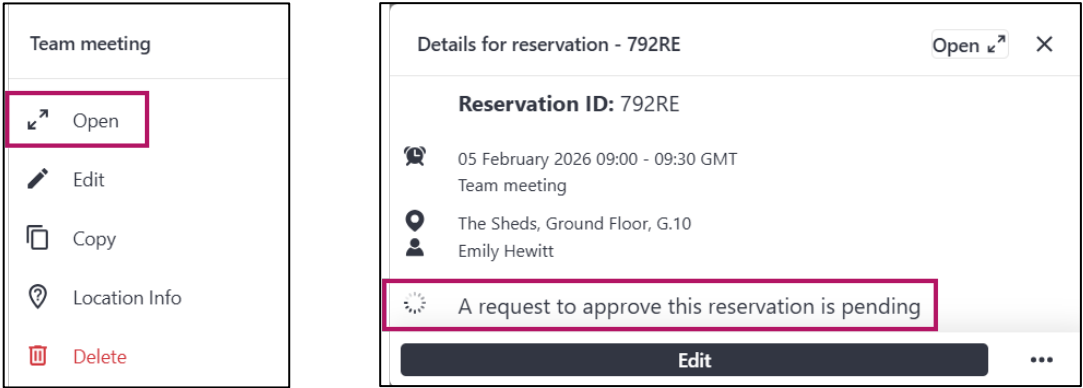
Once all details are entered, click “Confirm reservation” in the top right corner.



Important note: Bookings require approval before the reservation is accepted. You can see which of your bookings have been approved using the [My Reservation report](#).

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.

You will receive an email confirming your booking requires approval and you will be notified again 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”.



2.5.1 How to book make a recurring booking

Follow the instructions above 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.

Date & time

START DATE: Tuesday, 03 February 2026

START TIME: 11:00

END DATE: Tuesday, 03 February 2026

END TIME: 13:00

Repeat >

Hosts See all >

Complete the recurring booking range by selecting the appropriate dates and frequency.

← Repeat

None **Daily** Weekly Monthly Yearly

Frequency

Every 1 day or days ☒

Every weekday ☐

Range

End after 3 occurrences ☒

End by 4 February ☐

No end date ☐

Important note: You can only create a recurring booking that falls within your permitted booking window. For example, if you can only book a space up to 20 working days in advance, any recurring bookings that extend beyond this window cannot be confirmed.

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

No end date

3 Occurrences

View

Save

< Occurrences

3 ALL 1 IN CONFLICT 0 MODIFIED

✓ Tuesday, 03 February 2026
11:00 - 13:00

✓ Wednesday, 04 February 2026
11:00 - 13:00

✓ Thursday, 05 February 2026
11:00 - 13:00

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

- Start at – change the time for the conflicting occurrence.
- Swap with – select a different space for the conflicting occurrence.

← Wednesday, 04 February 2026

G.12_009
Ground Floor, The Sheds, 65 Avon St, Bristol BS2 0PZ, UK

Double booked

G.12_009
Ground Floor, The Sheds, 65 Avon St, Bristol BS2 0PZ, UK

Fix

Start at 12:00?

Swap with...

Remove

From
SELECT DATE
4 February
SELECT TIME...
11:00

To
SELECT DATE
4 February
SELECT TIME...
13:00

Done

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

The screenshot shows a 'Reservation' form. At the top left is a '< Back' button, and at the top right is a 'Confirm Reservation' button. The main section is titled 'Date & time'. It includes 'Suggested times for 3 February' based on added attendees, with five time slots: 18:00 - 20:00, 18:30 - 20:30, 19:00 - 21:00, 19:30 - 21:30, and 20:00 - 22:00. Below these are fields for 'START DATE' (Tuesday, 03 February 2026), 'START TIME' (11:00), 'END DATE' (Tuesday, 03 February 2026), and 'END TIME' (13:00). A red notification bubble indicates '1 attendee is busy at 11:00 - 13:00'. At the bottom is a 'Repeat' section with tabs for 'STARTS', 'FREQUENCY', and 'ENDS'. The 'STARTS' tab is active, showing '03/02/2026'. The 'FREQUENCY' tab shows 'Every day'. The 'ENDS' tab shows 'End after 3 occurrences'. On the right sidebar, '1 location selected' is shown, with a '+ Manage locations' button and a list item 'G.12_009' with details 'Ground Floor, The Sheds, 65 Avon St. Bristol BS2 0PZ, UK' and a count of '1'.

Your recurring 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 Agenda view when you select the relevant date and details of your booking will be added to your Outlook calendar.

2.5.2 How to book multiple spaces

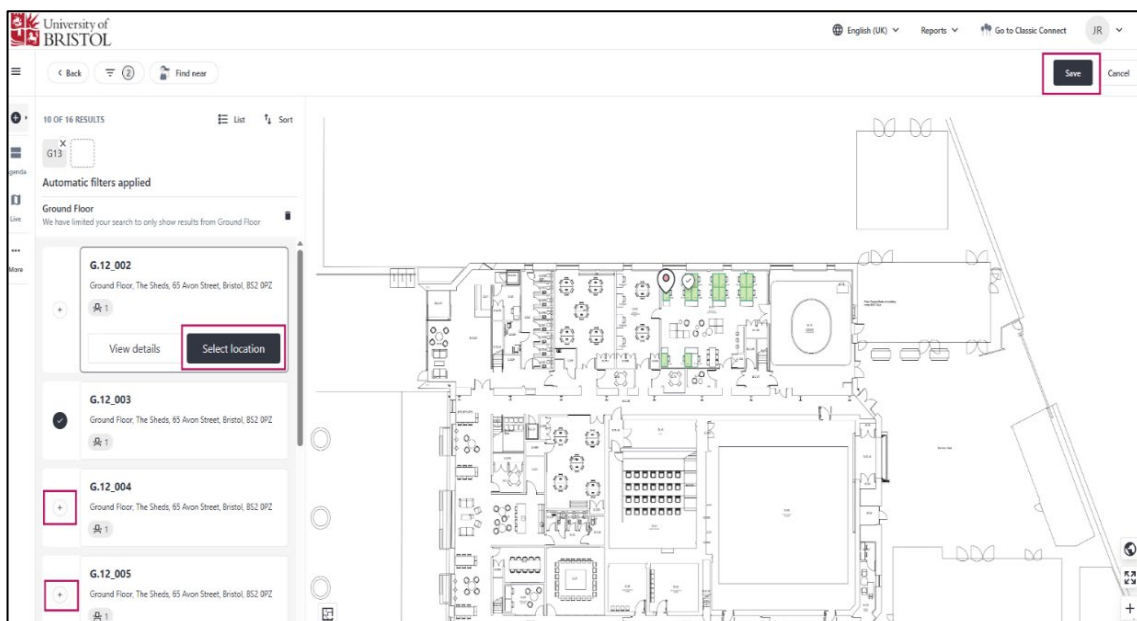
Important note: Booking multiple spaces together will be treated as **one** reservation so when you check-in or out of one space, all bookings in the group will be checked in or out at the same time.

Follow the instructions above until you reach the step that asks you to select a location.

Once you have clicked on a location. Before completing the booking form, select “Manage locations” to add additional spaces.

This screenshot is similar to the first one but for a reservation on 'Monday, 22 December 2025'. The 'Suggested times' are: 10:30 - 12:00, 13:00 - 14:30, 15:00 - 16:30, 15:30 - 17:00, and 08:00 - 09:30. The 'START TIME' is 09:15 and the 'END TIME' is 10:45. In the 'Repeat' section, the 'STARTS' tab shows 'Monday, 22 December 2025'. In the sidebar, the '1 location selected' section shows 'G.12_003' with details 'Ground Floor, The Sheds, 65 Avon Street, Bristol, BS2 0PZ' and a count of '1'. The '+ Manage locations' button is highlighted with a red box.

Additional spaces can be selected by clicking the relevant desk(s) on the floorplan view and choosing “Select location”, or by selecting the plus (+) icon next to each additional space and clicking “Save”.



Your additional locations will appear on the right-hand side of the booking form. To continue, complete the booking form by selecting the required start date, start time, and end time.

Once you have completed the booking form, click “Confirm Reservation” to finalise the booking.

 This screenshot shows the 'Reservation' form. The 'Date & time' section is highlighted with a red box, showing suggested times for December 22, 2025, with start and end times set to 09:00 and 10:30. The '4 locations selected' section on the right is also highlighted with a red box, listing G.12_001, G.12_002, G.12_003, and G.12_004. The 'Confirm Reservation' button in the top right corner is circled in red.

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.

How to check-in to your booking

Important note For room bookings, you have **15 minutes** to check-in.

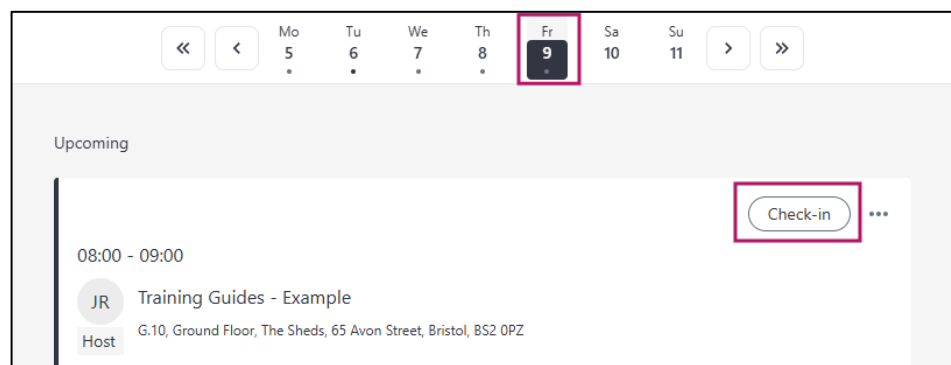
For desk bookings, you have **one hour** to check in to your reservation.

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.

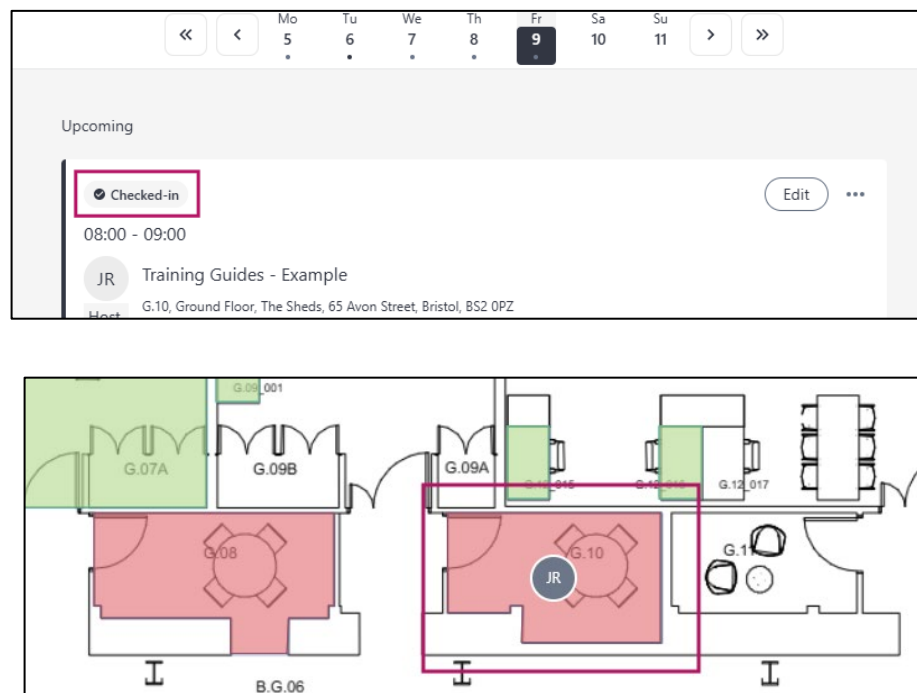
Anyone listed as an attendee who has access to HubStar can check-in to a booking.

2.6.1 Checking in via the HubStar desktop URL (<https://uob.smartway2book.com/se>)

To check in to a booking via the HubStar desktop URL, select the relevant date at the top of the screen, then select “Check in” next to your booking.

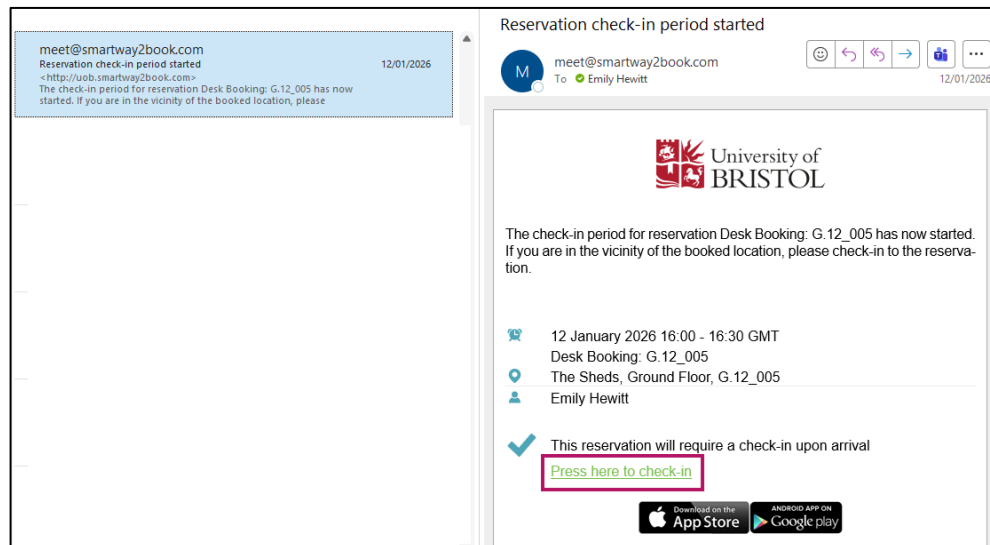


Your reservation status will automatically update to “Checked in”, and the space will appear in red on the floorplan view when your booking start time commences.

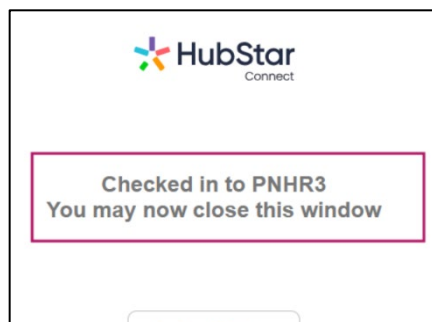


2.6.2 Checking in via automatic email confirmation

Prior to your 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”.

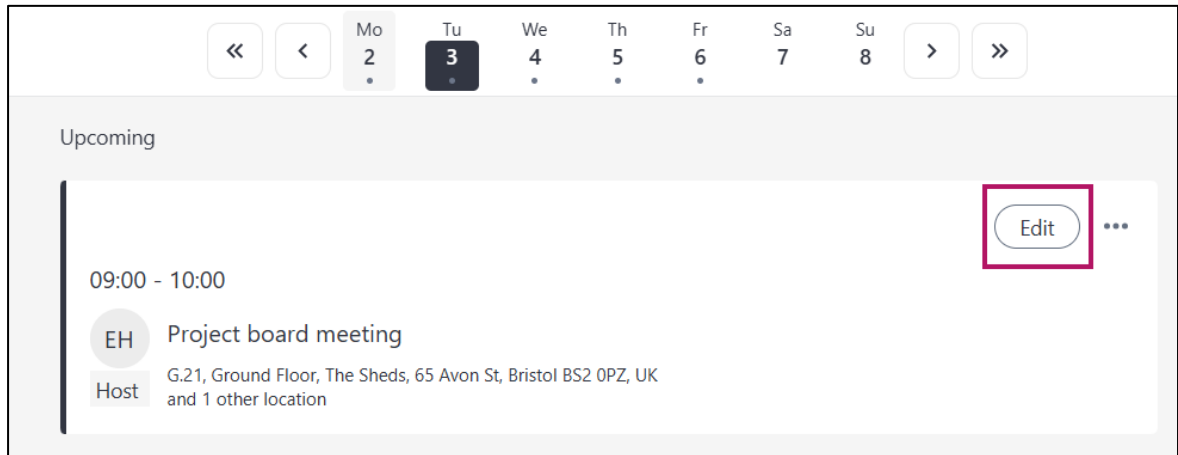


You will be redirected to a HubStar URL confirming that you have been checked in to your reservation. You can then close the window.

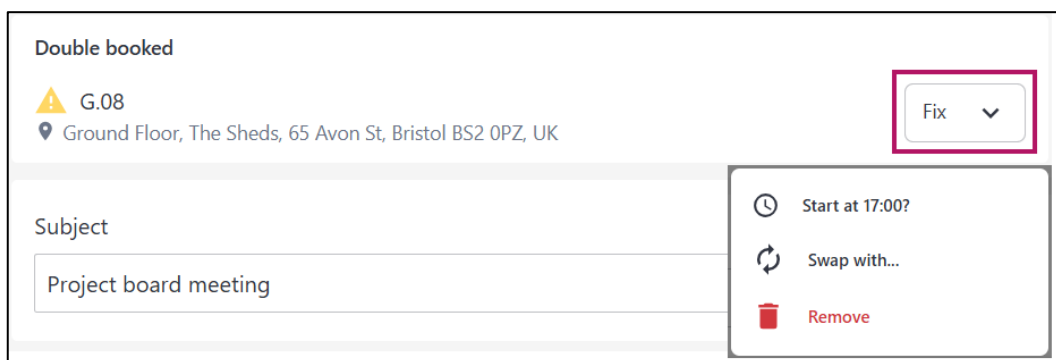


How to edit or delete/ cancel a booking

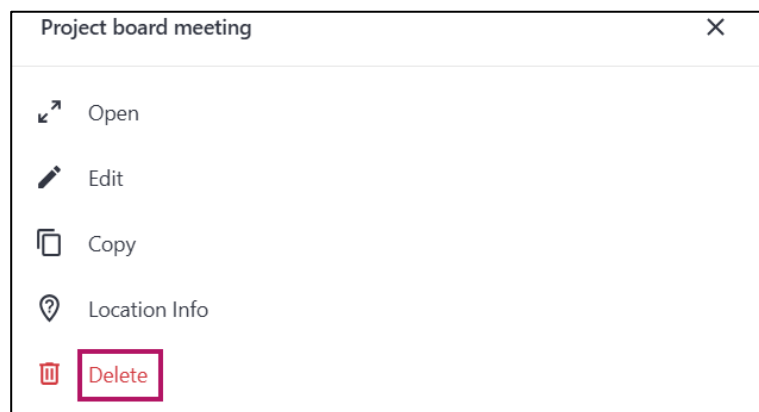
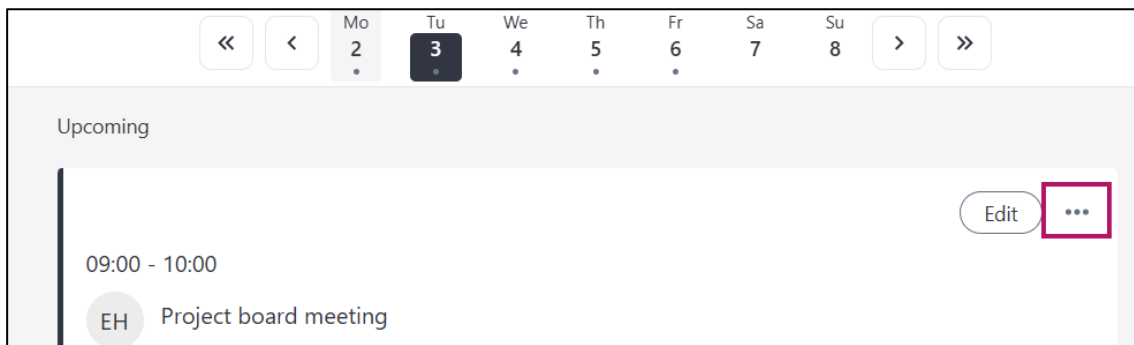
Open the “Agenda” view and navigate to the date of your booking. Select the booking you want to change. Click “Edit” and update the details as needed, then click “Save”.



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 “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.

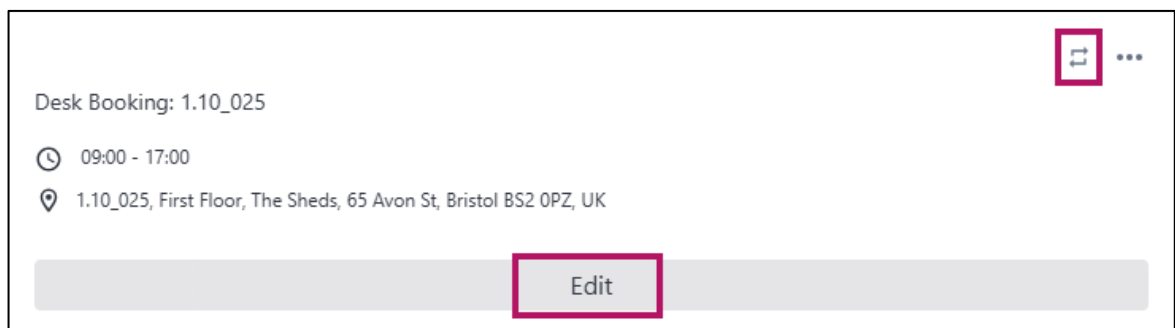


To delete/ cancel a booking, click on the three dots and select “Delete”.

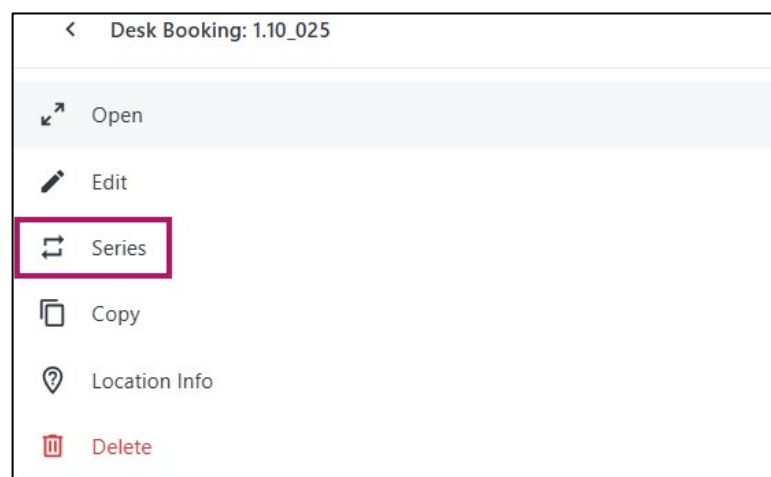


2.7.1 Editing a reoccurring booking

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 >”.

END DATE
Wednesday, 04 February 2026

END TIME
14:00

1 attendee is busy at 13:30 - 14:00

Repeat >

STARTS
04/02/2026

FREQUENCY
Every day

ENDS
End after 2 occurrences

Hosts
See all >

Once you have edited the series, in the top right corner click “Save” or press X to exit without saving. To delete/ cancel the whole series, click on the red bin icon.

< Back Reservation K5ALH

Save [Red Bin Icon] X

Date & time
1 location selected

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 and already have a HubStar account, please email its-tq-digital-campus@bristol.ac.uk.