

Training Guide

HubStar Plugin – Outlook Desktop

Reference:	ISP-WI-013
Version:	1.0
Effective Date:	16/03/2026
Document Type:	Guidance Document
Owning Department:	Campus Building Systems
Version Author:	Emily Hewitt
Review Period:	1 Year

Version History

Version	Reason for Issue	Issue Date	Version Author	Review Due Date
1.0	New document	16.03.26	Emily Hewitt	16.03.27
2.0	Minor updates to reflect changes for Sloane Robinson Building	02.07.26	Emily Hewitt	02.07.27

2.1	Overview	2
2.2	How to access the plug in	2
2.3	How to Book a Desk	3
2.4	How to Book a Room	5
2.5	How to Check-in to Your Booking.....	9
2.5.1	Checking in via Outlook Automatic Email Confirmation	9
2.5.2	Checking in via the HubStar desktop URL	9
2.6	How to Delete or Edit a booking	10
2.7	Help and Support	12
2.8	Appendix	13

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 Plug in **Outlook Desktop (Classic version)**.

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.

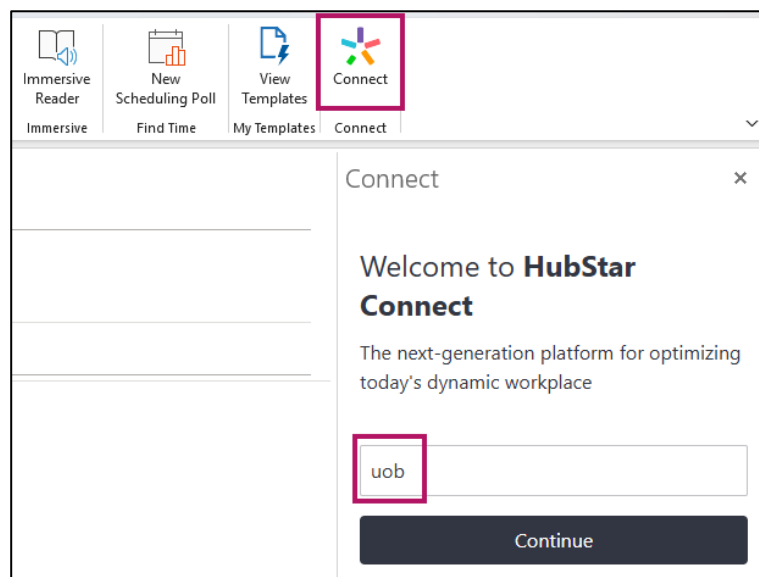
HubStar can be accessed via a desktop URL and the HubStar Connect mobile app, which is available on the Apple App Store and Google Play. A plugin is also available which integrates HubStar into Outlook.

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 to access the plug in

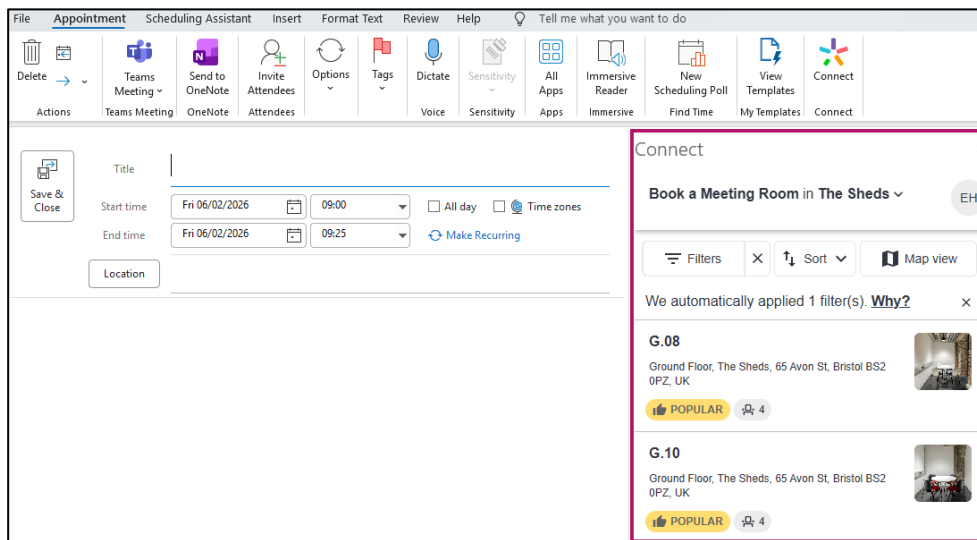
The Outlook plug in is available to all main staff. If you do not see it in Outlook, please follow these instructions in the [Appendix](#) to install it.

Within your Outlook Calendar, create a new appointment. You'll now see Hubstar Connect in the top menu. Click on the Connect icon and you'll be prompted to sign in. Type "uob" in the box and click "Continue". You may then be prompted to sign in using Single Sign On and MFA.



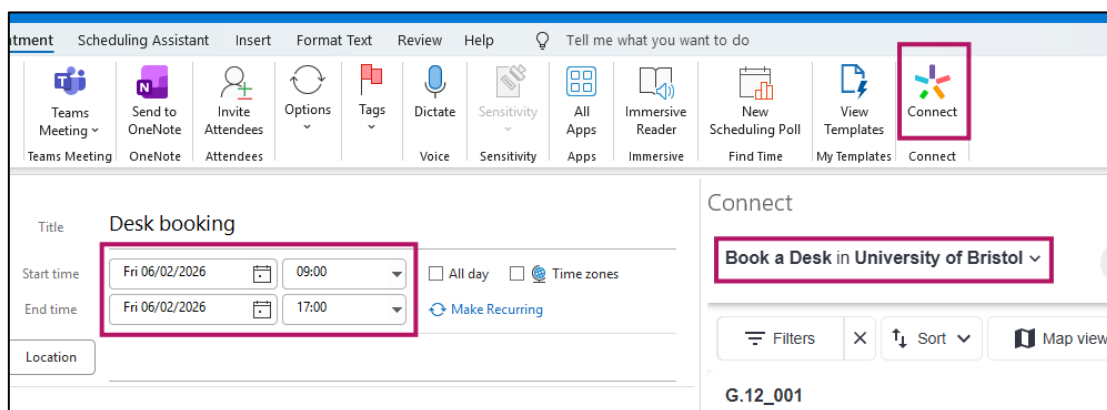
Important note: If you have any issues signing in, ensure you don't have pop ups blocked within your browser.

The connect plug in will display rooms to book once you're signed in.



2.3 How to Book a Desk

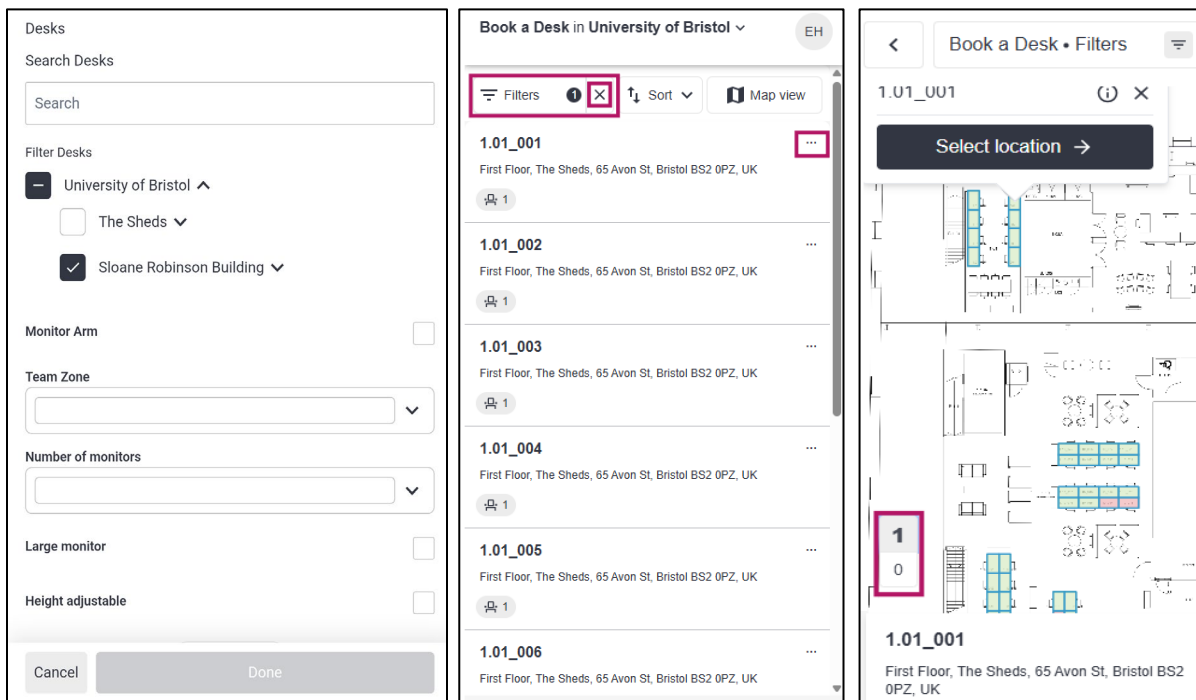
In Outlook calendar, create a new appointment and enter the date and time you'd like to book a desk for. Then click on the Connect icon in the top menu and ensure that "Book a Desk" is showing at the top of the Connect window, otherwise use the drop-down arrow to change it.



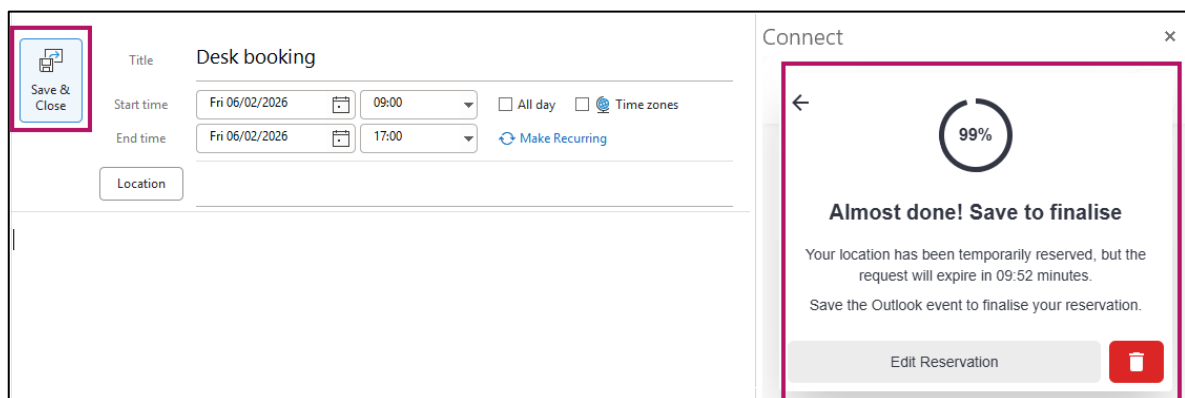
If you have specific desk requirements (e.g. height-adjustable desks), select the "Filter" option to apply the relevant filters then click "Done". A list of available desks that meet your criteria will be displayed and the number of filters applied will be shown. Click the X to remove the filters.

To see more information about a desk and where it is on the floorplan, click on the 3 dots. Alternatively click "Map" to view the floorplan. To change the floor level, select the numbers in the bottom left corner of the map. You can zoom in or out of the map using the wheel on your mouse or by using the + or – buttons in the bottom right corner of the map.

Available desk will show in green, booked desks will show in red.



From either the list view or map view, click on the desk and click “Select location”. Then click “Confirm Reservation”. You’ll then see an Almost done message, click “Save and Close” within the Outlook appointment to save the reservation.



The details of your desk booking will pull through to the Outlook appointment within a few minutes. If you want to double check that your booking has been completed you can log into the Hubstar website (uob.smartway2book.com/se/)

Title

Desk Booking

Start time

Fri 06/02/2026 09:00

All day

Time zones

End time

Fri 06/02/2026 17:00

Make Recurring

Location

SW2-1889-R6SM4; 1.01_001

** SW2-1889-R6SM4 – please remember to check-in to your booking. To view or edit your booking, go to the [HubStar Website](#) or use the Hubstar Connect mobile app.

Reservation ID: R6SM4

ID SW2-1889-R6SM4

Friday, March 20, 2026 9:00 AM - 5:00 PM GMT

The Sheds, First Floor, 1.01_001

2.4 How to Book a Room

In Outlook calendar, create a new meeting as normal. Once you have selected the date and time, invited any attendees and added the meeting title, click on the Connect icon in the top menu.

Ensure that “Book a Room” is showing at the top of the Connect window, otherwise use the drop-down arrow to change it.

File Meeting

Scheduling Assistant

Insert

Format Text

Review

Help

Tell me what you want to do

Delete

Teams Meeting

Send to OneNote

Cancel Invitation

Options

Tags

Dictate

Sensitivity

All Apps

Immersive Reader

New Scheduling Poll

View Templates

Connect

Actions

Teams Meeting

OneNote

Attendees

Voice

Sensitivity

Apps

Immersive

Find Time

My Templates

Connect

You haven't sent this meeting invitation yet.

Send

From emily.hewitt@bristol.ac.uk

Title Team meeting

Required TQ Digital Campus Workstream Mailbox

Optional

Start time Fri 03/07/2026 11:00

End time Fri 03/07/2026 11:25

Location

Rooms

Room in The Sheds

EH

Filter

Map view

G.08

Ground Floor, The Sheds, 65 Avon St, Bristol BS2 0PZ, UK

EFFICIENT

4

G.10

Ground Floor, The Sheds, 65 Avon St, Bristol BS2 0PZ, UK

EFFICIENT

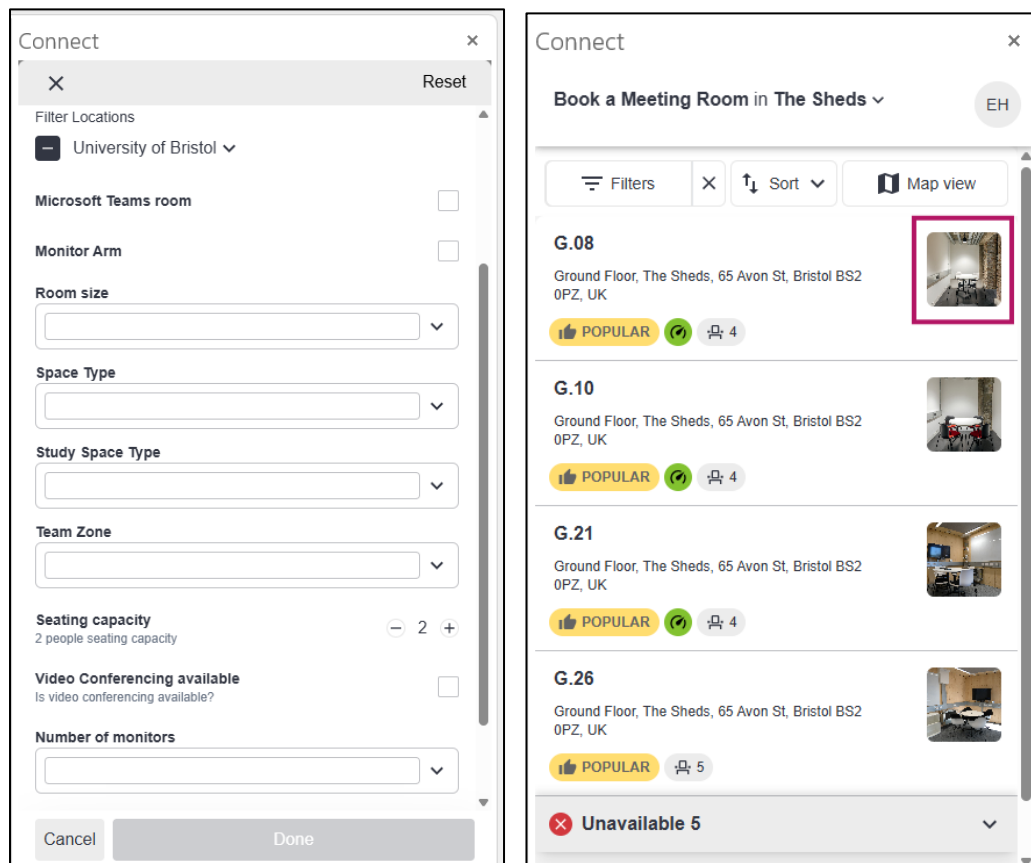
4

G.21

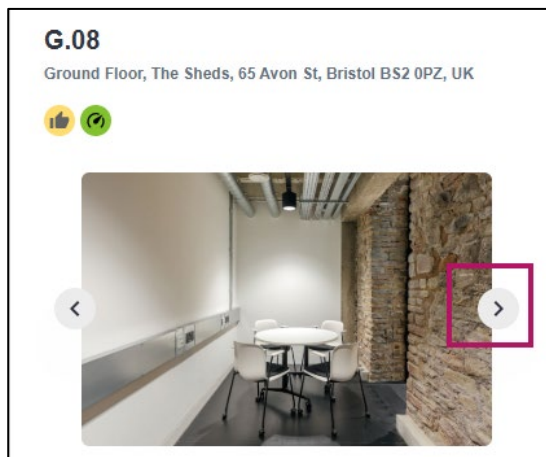
Ground Floor, The Sheds, 65 Avon St, Bristol BS2 0PZ, UK

Select the “Filter” option if you want to refine your search to a specific floor or set the seating capacity of the room and then click “Done”. A list of available rooms that meet your criteria will be displayed and the number of filters applied will be shown. Click the X to remove the filters.

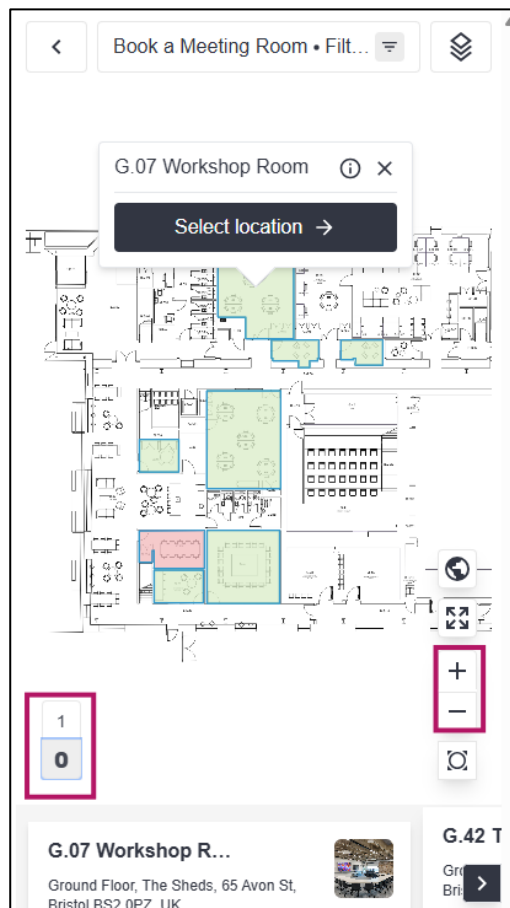
Click on the photo of the room to see more information and where it is on the floorplan.



Click on the arrows on the photo to see further photos (if available) and where the room is on the floorplan.



Alternatively click “Map” to view the floorplan. To change the floor level, select the numbers in the bottom left corner of the map. You can zoom in or out of the map using the wheel on your mouse or by using the + or – buttons in the bottom right corner of the map.



From either the list view or map view, click on the room and click “Select location”.

For the “Attendees” and “Video Conferencing” fields we suggest not using these via the plugin and managing these through the Outlook calendar invite instead.

Some rooms in 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. You can add TBC if unknown when making the booking but ensure you update it as soon as the catering has been booked.

The screenshot shows a mobile application interface for booking a meeting room. The 'Attendees' section shows 'TD 1 total (0 remote)' with a right arrow. Below this, the 'Catering' section has a red box around a toggle switch that is currently turned on. The 'Catering requirements' section has a red box around a text field containing the text 'Sally's Deli, will be delivered at 9:45'. The text field has a placeholder text 'Please include the name of the caterer and the delivery time.'

Then click “Confirm Reservation”. You’ll then see an Almost done message, click “Send” within the Outlook appointment to confirm the meeting and room booking.

The screenshot shows the Outlook 'New Meeting' form. The 'Send' button is highlighted with a red box. The meeting details include: From: emily.hewitt@bristol.ac.uk, Title: Team meeting, Required: TQ Digital Campus Workstream Mailbox, Start time: Fri 13/02/2026 10:00, End time: Fri 13/02/2026 10:30, Location: Microsoft Teams Meeting. A 'Connect' sidebar on the right shows a progress indicator at 99% and the message 'Almost done! Save to finalise'. Below this, it states: 'Your location has been temporarily reserved, but the request will expire in 09:49 minutes. Save the Outlook event to finalise your reservation.' There are buttons for 'Edit Reservation' and a red trash icon.

The details of your room booking will pull through to the Outlook appointment within a few minutes. If you want to double check that your booking has been completed you can log into the Hubstar website (uob.smartway2book.com/se/)

The screenshot shows the Outlook 'Team Meeting' details. The 'Location' field is highlighted with a red box and contains the text 'Microsoft Teams Meeting: SW2-1889-4X4L2: G.08'. Below the meeting details, there is a red-bordered box containing reservation information: '** SW2-1889-4X4L2 – please remember to check-in to your booking. To view or edit your booking, go to the HubStar Website or use the Hubstar Connect mobile app. Reservation ID: 4X4L2 ID SW2-1889-4X4L2 Friday, March 20, 2026 8:00 AM - 8:30 AM GMT The Sheds, Ground Floor, G.08

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

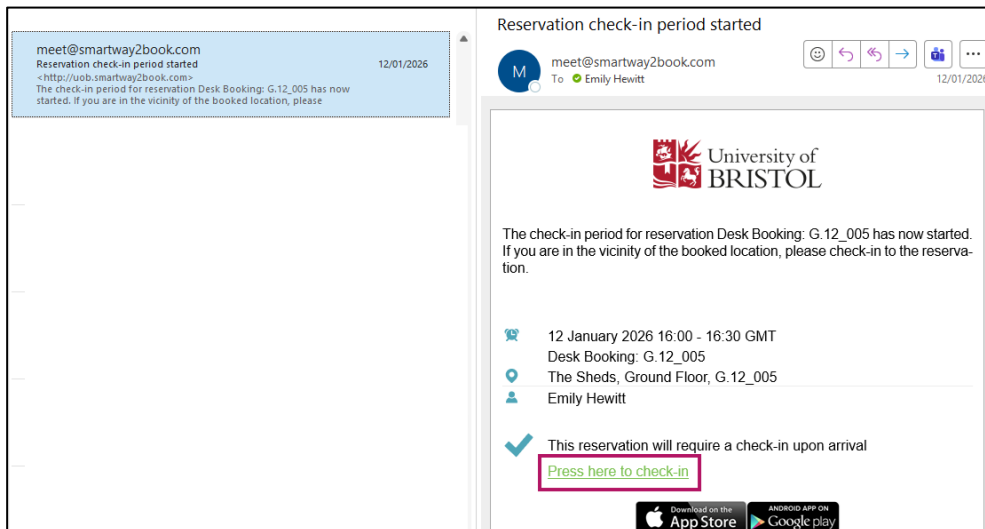
If you have booked a room that has [Microsoft Teams Room](#) functionality, you will receive additional email confirmation from the Outlook calendar attached to the room as shown below. You can disregard this email unless for some reason it says the request was declined, in which case email its-tq-digital-campus@bristol.ac.uk.

2.5 How to Check-in to Your Booking

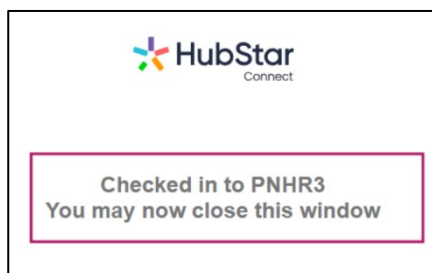
Important note For meeting room bookings, you have **15 minutes** to check-in.
For desk bookings, you have **one hour** to check in to your reservation.
If you do not check-in in time, the reservation will be automatically cancelled and released back into the system for another colleague to book.

2.5.1 Checking in via Outlook 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”.

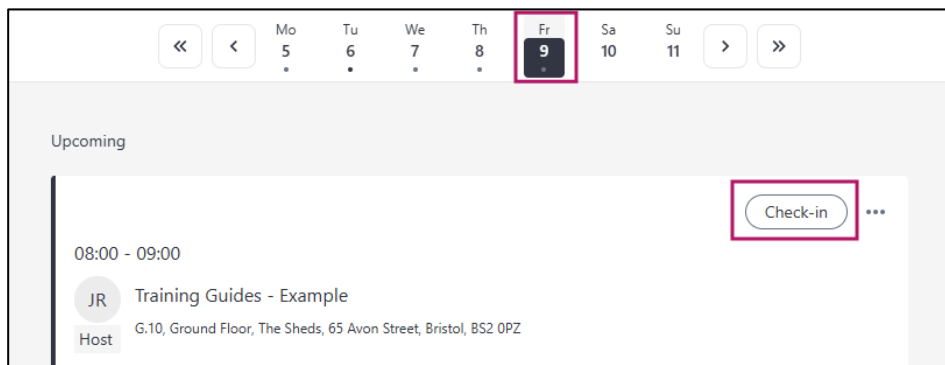


You will be redirected to a HubStar URL confirming that you have been checked in to your reservation. You can then close the window.

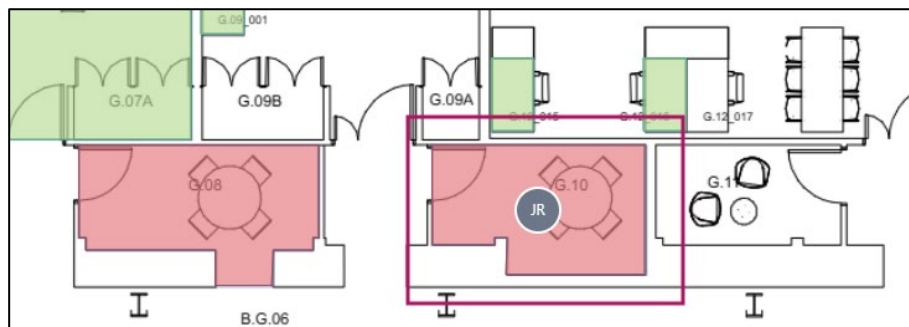
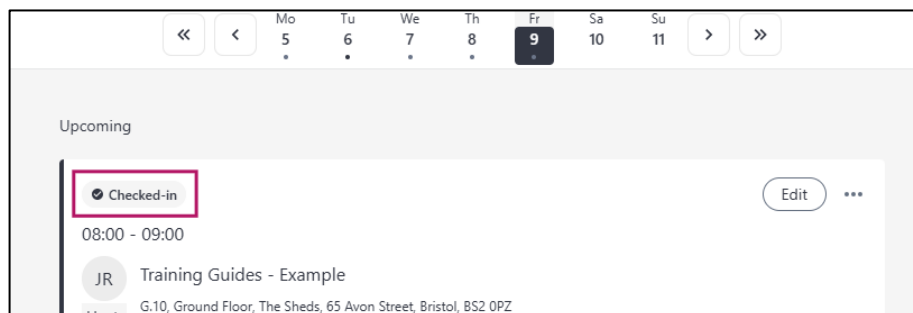


2.5.2 Checking in via the HubStar desktop URL (<https://uob.smartway2book.com/se>)

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 desk or room will appear in red on the floorplan view when your booking start time commences.

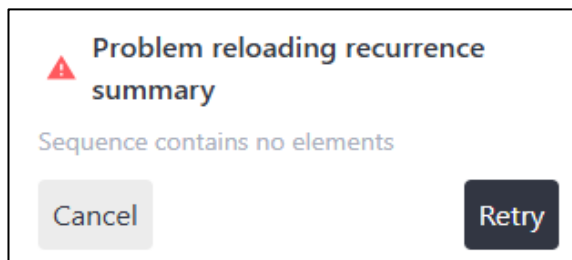
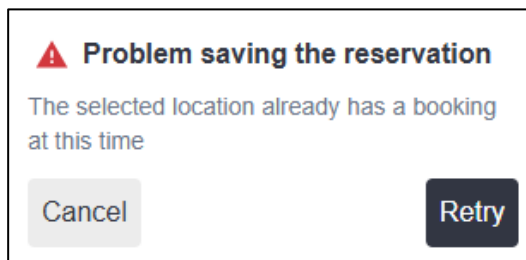


2.6 **How to Delete or Edit a booking**

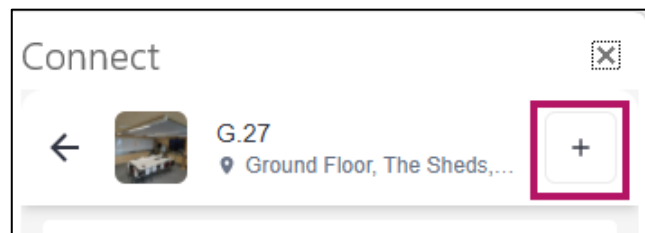
To delete a booking, delete it from your calendar and space will be released. If you want to double check that your booking has been deleted you can log into the Hubstar website (uob.smartway2book.com/se/).

If you need to edit a booking, make the amendment in Outlook first then click Connect in the top menu. Within the Connect window, click “Confirm Reservation” and then within the Outlook appointment/meeting click “Send Update” for a meeting or “Save and Close” for a desk booking.

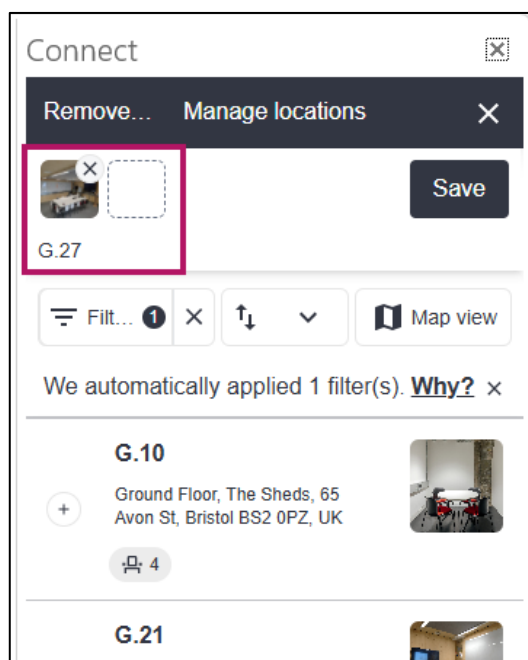
If the space isn’t available during the new time slot then you’ll see an error message in the Connect Window.



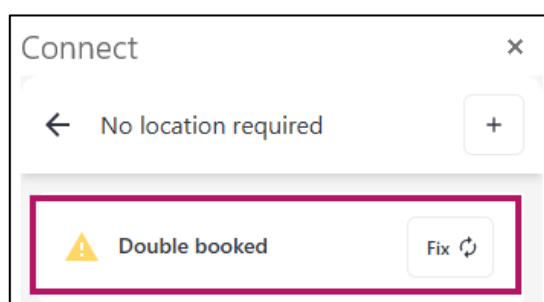
To resolve the issue, click on "Cancel" then click on "+" next to the location at the top of the Connect window.



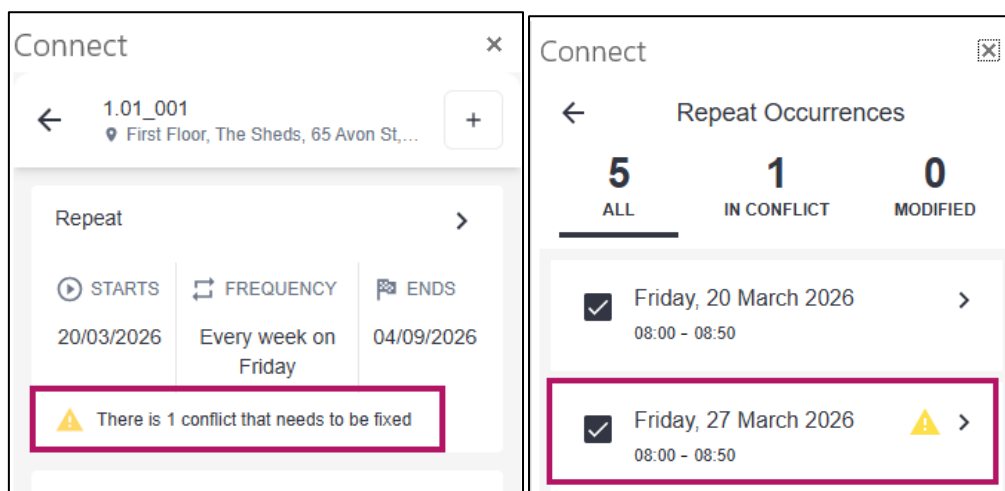
Then click on "x" in the corner of the location icon at the top of the Connect window and select a new one from the list.



You may also see the option to fix a double booking where you can also click to select a new location.

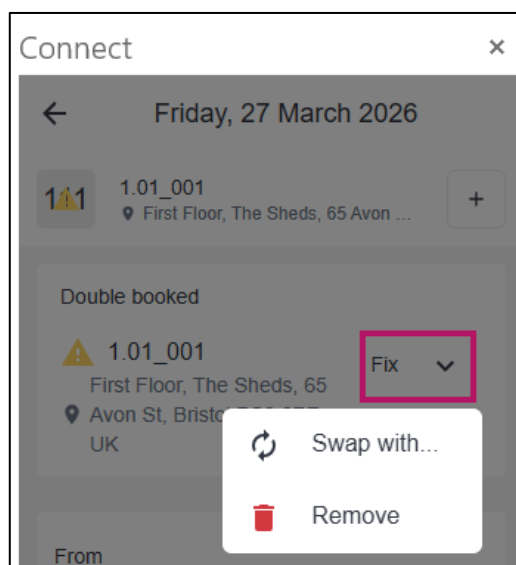


If you are making a reoccurring booking and a space is already booked, click on the conflict message to resolve.



Click “Fix”, then choose from the following:

- Swap with – select a different location for the conflicting occurrence. Select a location from the list 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.



2.7 **Help and Support**

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

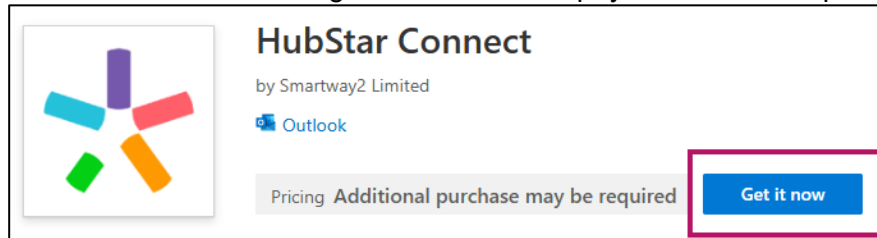
If you still need assistance and already have a HubStar account, please email its-tq-digital-campus@bristol.ac.uk.

Appendix

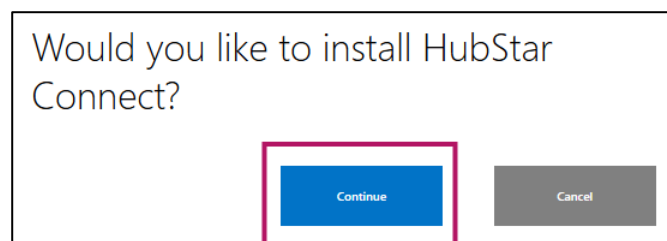
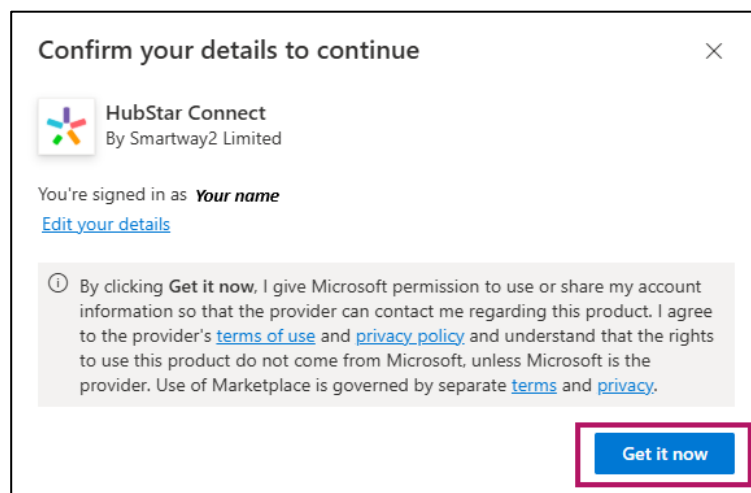
The Outlook plug in is available to all main staff. If you do not see it in Outlook, please follow these instructions to install it.

Go to <https://appsource.microsoft.com/en-us/product/office/WA104379547> to launch the plugin option with Microsoft Store.

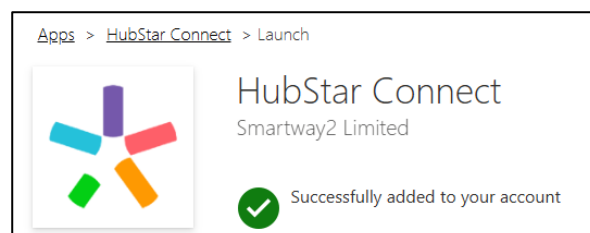
Click “Get it now” and on the following screen. Note: no payment will be required.



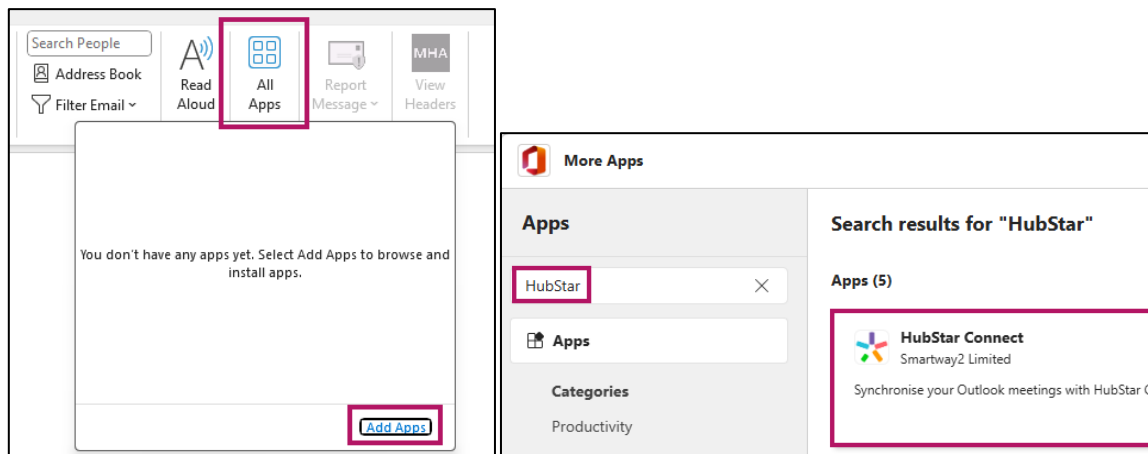
On the following screens, click “Get it now” and “Continue”.



A confirmation message will then appear.



Within your Outlook desktop Inbox, go to All Apps on the home tab and click “Add apps”. Type “HubStar” in the search bar and select “HubStar Connect”



Then click "Add".

