

Training Guide

HubStar Plugin – Outlook Web

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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

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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 Web**.

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.

” in the search bar and select “HubStar Connect”

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.

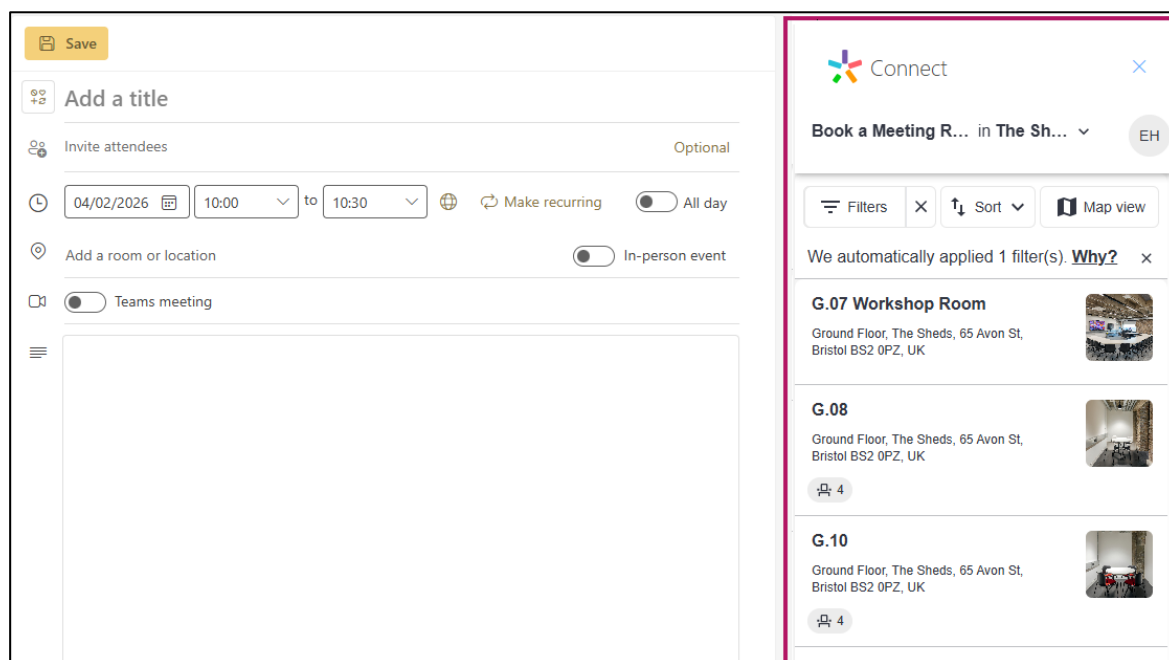
Within your Outlook Calendar, create a new appointment. You'll now see Hubstar Connect in the top menu. Click on the Connect icon and you'll be prompted to sign in. Type “uob” in the box and click “Continue”.

You may then be prompted to sign in using Single Sign On and MFA.

The screenshot shows the Outlook 'Event' creation interface. At the top, a 'Scheduling Assistant' bar contains various icons for event management. The 'Connect' icon, which is a colorful starburst, is highlighted with a red rectangle. Below this bar, the main event creation form is visible. On the right side of the form, a 'Connect' sidebar is open, displaying the 'Welcome to HubStar Connect' message. A red rectangle highlights the 'UOB' text input field in this sidebar, and another red rectangle highlights the 'Continue' button below it. The 'UOB' field is part of a sign-in prompt where users enter their organization's name.

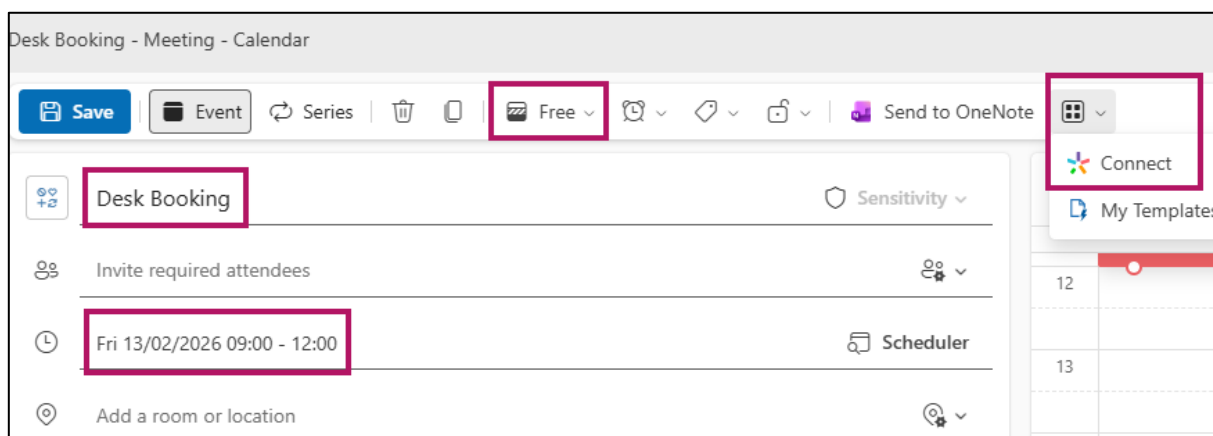
Important note: If you have any issues signing in, ensure you don't have pop ups blocked within your browser.

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

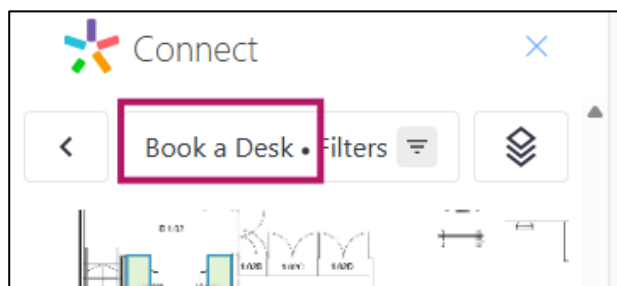


2.3 How to Book a Desk

In Outlook calendar, click "New event" and enter the date and time you'd like to book a desk for. Title the event "Desk Booking" and set the availability to show as "Free". In the top menu, click on the square with four small squares to load apps then click on the "Connect" icon.



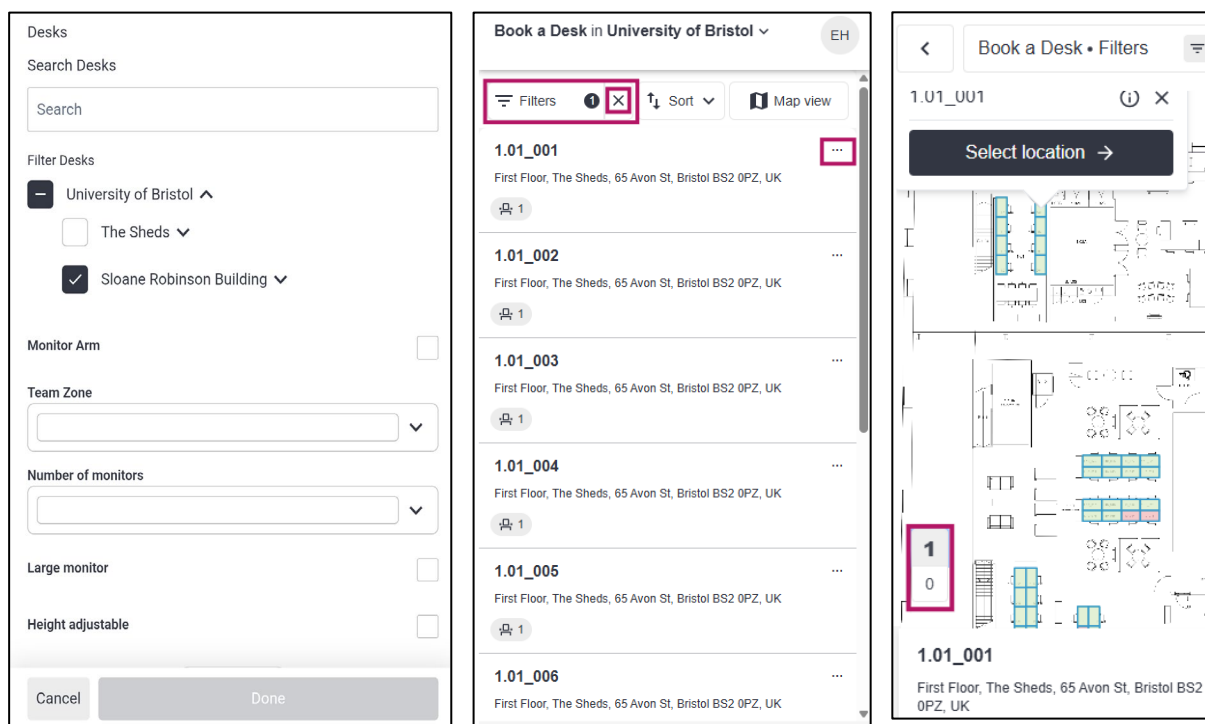
Ensure that "Book a Desk" is showing at the top of the Connect window, otherwise click on it to change it.



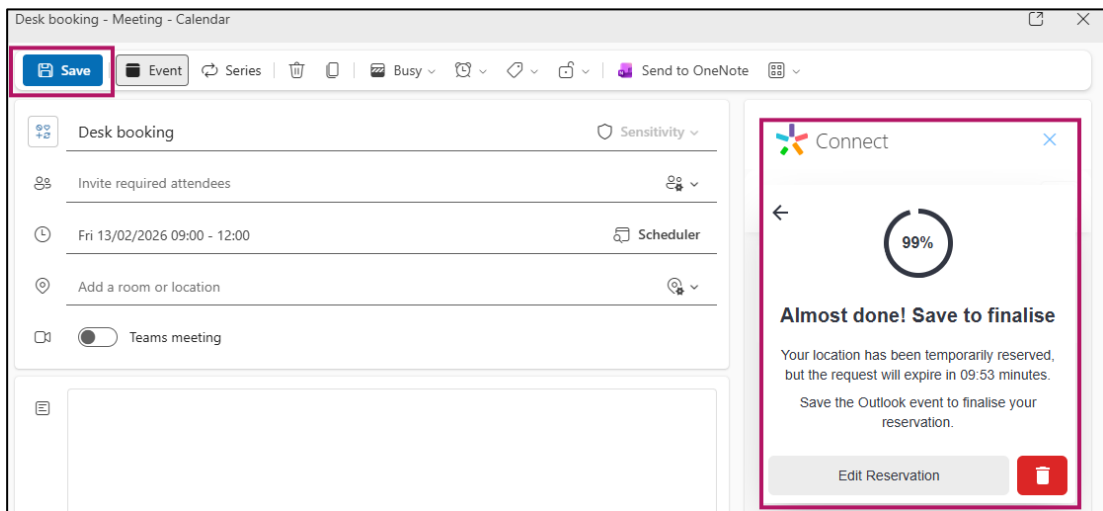
If you have specific desk requirements (e.g. height-adjustable desks), select the “Filter” option and “More Filters”. Once you have applied the relevant filters, click “Done”. A list of available desks that meet your criteria will be displayed and the number of filters applied will be shown. Click the 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” 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

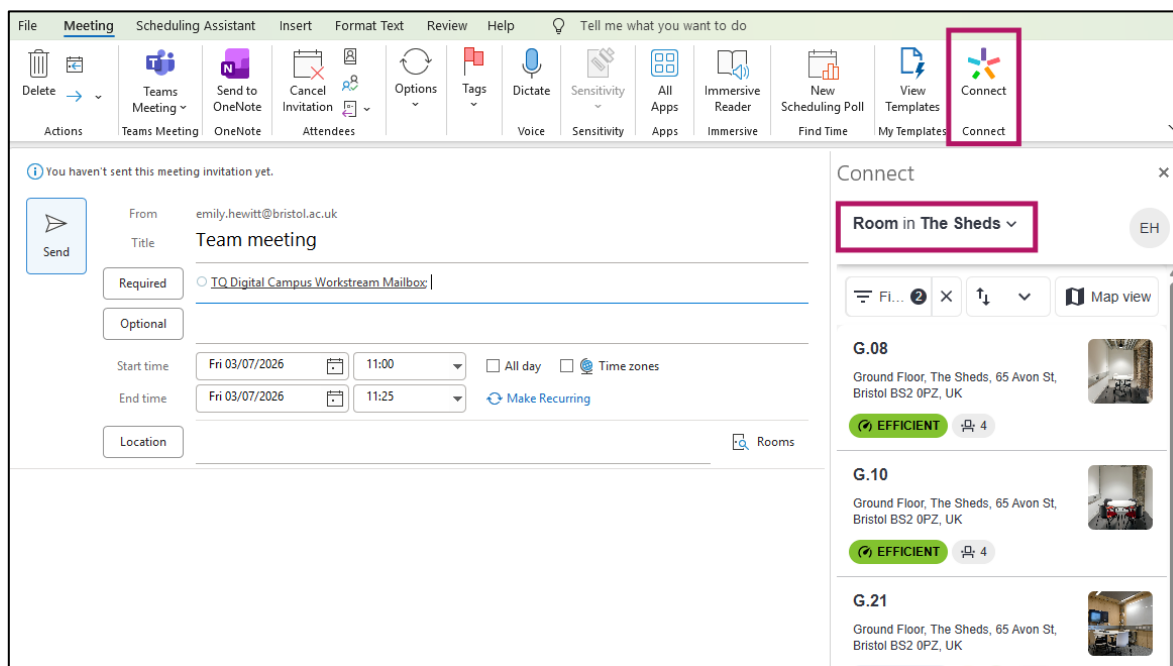
ID SW2-1889-R6SM4

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

The Sheds, First Floor, 1.01_001

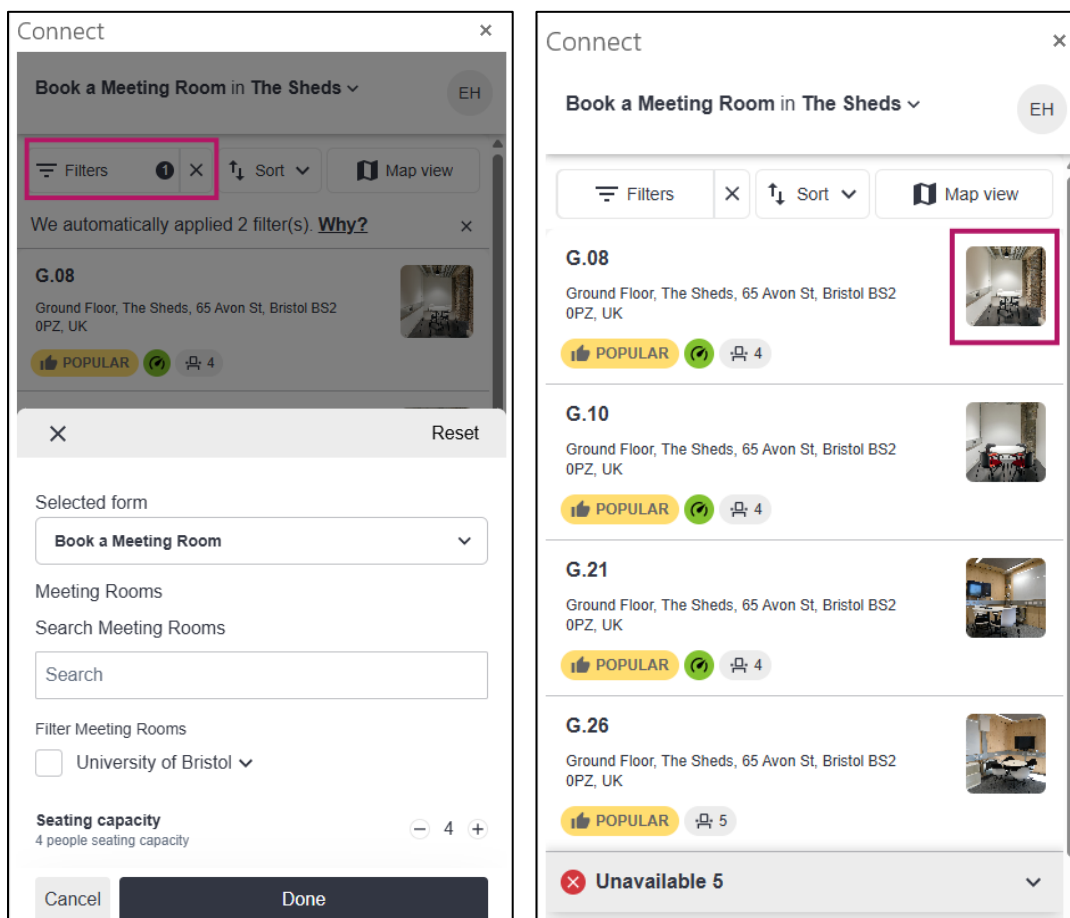
2.4 How to Book a Room

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.

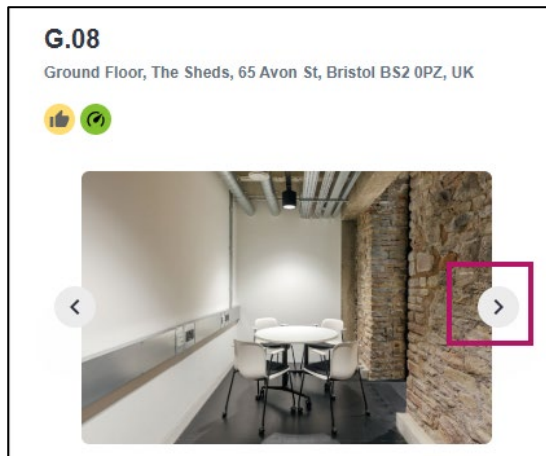


Select the “Filter” option if you want to refine your search to a specific floor or set the seating capacity of the room and then click “Done”. A list of available rooms that meet your criteria will be displayed and the number of filters applied will be shown. Click the X to remove the filters.

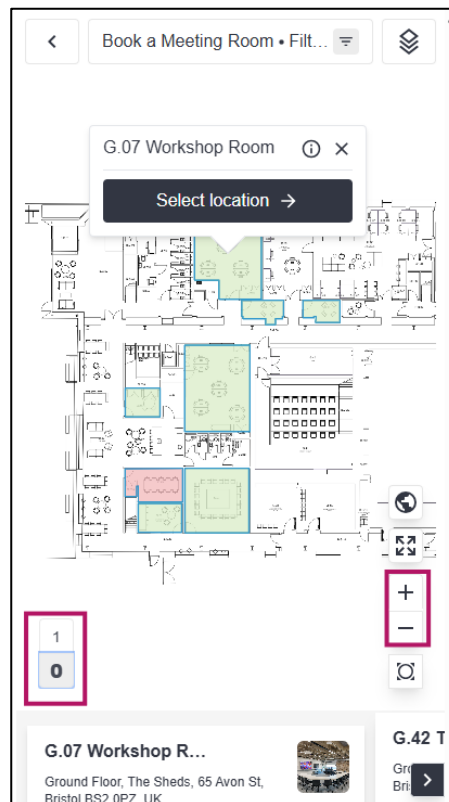
Click on the photo of the room to see more information and where it is on the floorplan.



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

Attendees

TD 1 total (0 remote) >

🍴 Catering Hide

Catering 🔴

📺 Video Conferencing Show

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

Sally's Deli, will be delivered at 9:45

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.

ⓘ You haven't sent this meeting invitation yet.
This appointment conflicts with another one on your calendar.

➤ Send

From emily.hewitt@bristol.ac.uk

Title **Team meeting** Meeting Insights

Required ☐ TQ Digital Campus Workstream Mailbox

Optional ☐

Start time ☐ All day ☐ Time zones

End time [Make Recurring](#)

Location [Room Finder](#)

Team catch up.

Microsoft Teams meeting

Join: <https://teams.microsoft.com/meet/36571353198875?>

Connect

← 99%

Almost done! Save to finalise

Your location has been temporarily reserved, but the request will expire in 09:49 minutes.

Save the Outlook event to finalise your reservation.

[Edit Reservation](#)
🗑

9:45

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/

Send Update

From: emily.hewitt@bristol.ac.uk

Title: Team Meeting

Required: ☐ TQ Digital Campus Workstream Mailbox

Optional:

Start time: Fri 13/02/2026 10:00 ☐ All day ☐ Time zones

End time: Fri 13/02/2026 10:30 [Make Recurring](#)

Location: **Microsoft Teams Meeting: SW2-1889-4X4L2, G.08**

** 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.

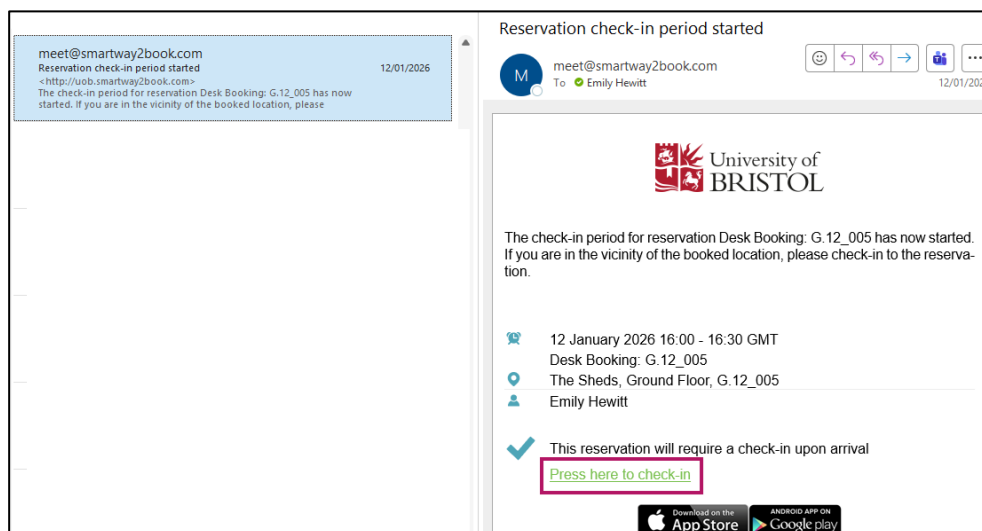
If you have booked a room that has [Microsoft Teams Room](#) functionality, you will receive additional email confirmation from the Outlook calendar attached to the room as shown below. You can disregard this email unless for some reason it says the request was declined, in which case email its-tq-digital-campus@bristol.ac.uk.

2.5 How to Check-in to Your Booking

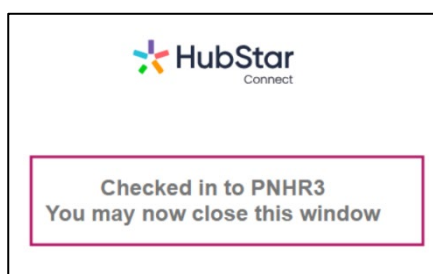
Important note For room bookings, you have **15 minutes** to check-in.
For desk bookings, you have **one hour** to check in to your reservation.
If you do not check-in in time, the reservation will be automatically cancelled and released back into the system for another colleague to book.

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”.

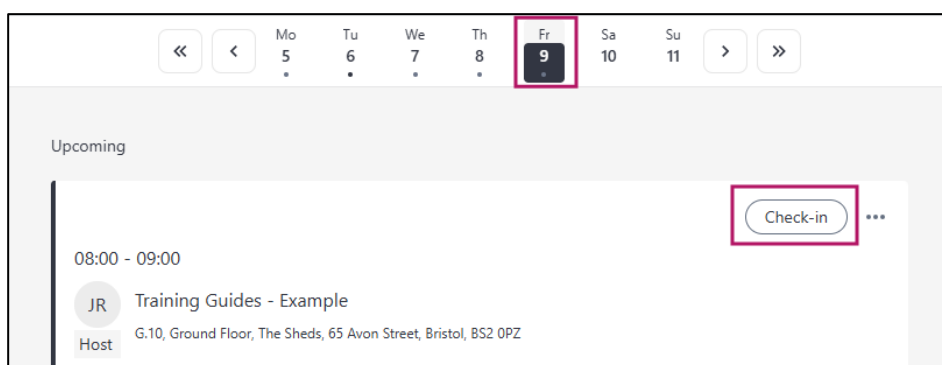


You will be redirected to a HubStar URL confirming that you have been checked in to your reservation. You can then close the window.

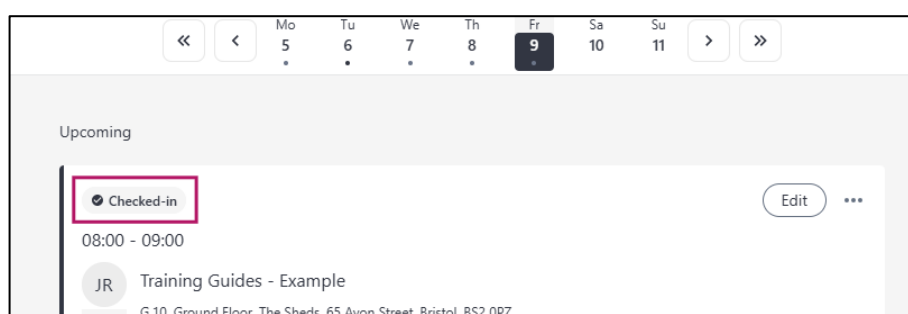


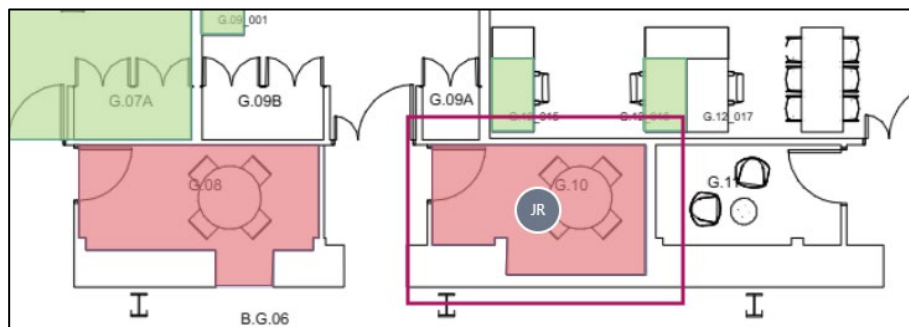
2.5.2 Checking in via the HubStar desktop URL (<https://uob.smartway2book.com/se>)

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.



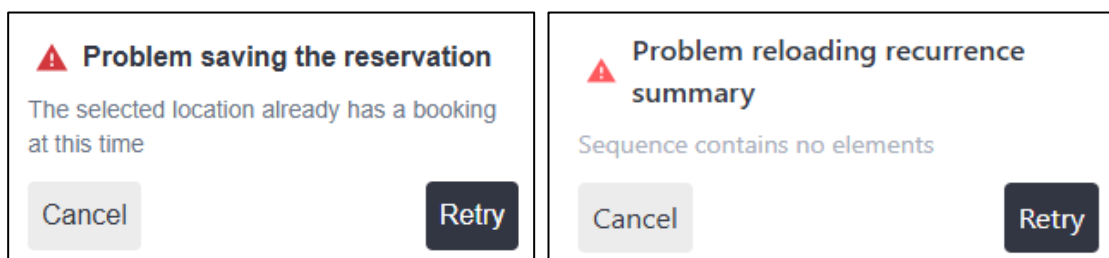


2.6 **How to Delete or Edit a booking**

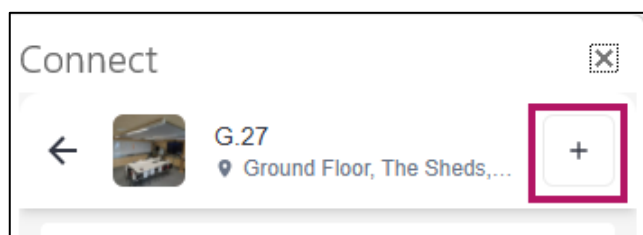
To delete a booking, delete it from your calendar and space will be released. If you want to double check that your booking has been deleted you can log into the Hubstar website (uob.smartway2book.com/se/).

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.

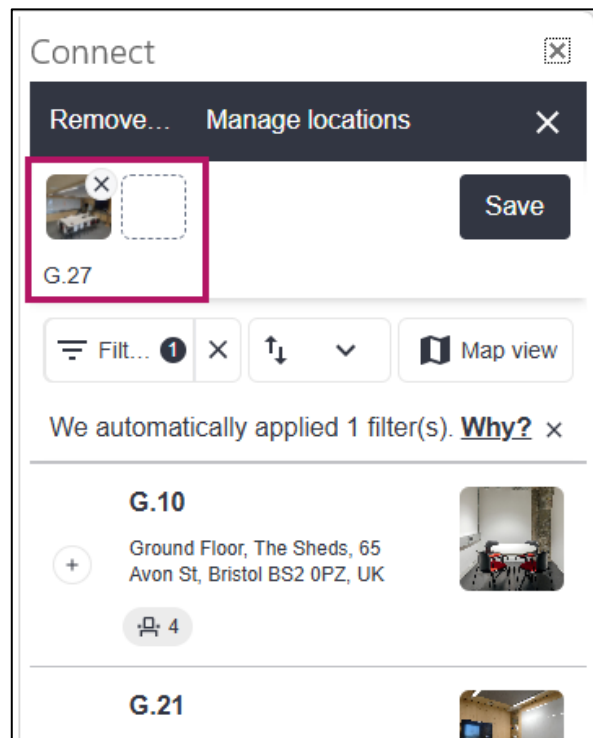
If the space isn’t available during the new time slot then you’ll see an error message in the Connect Window.



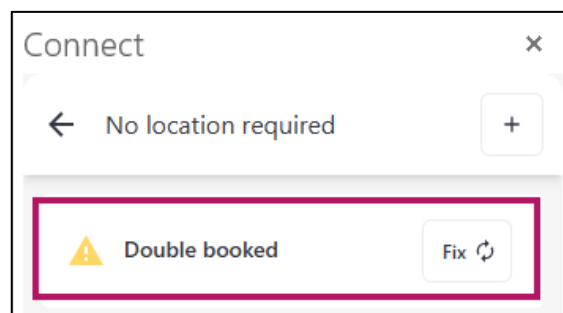
To resolve the issue, click on “Cancel” then click on “+” next to the location at the top of the Connect window.



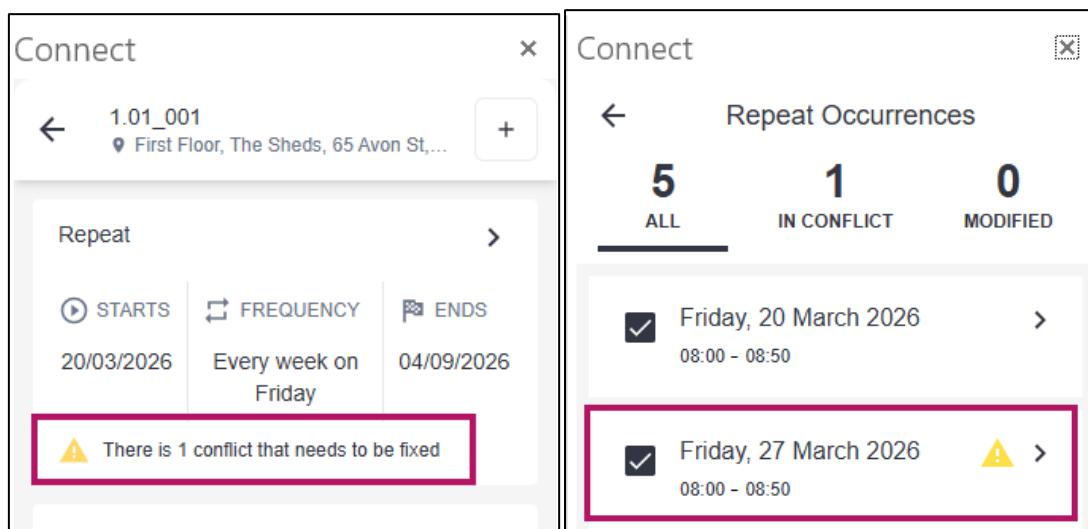
Then click on “x” in the corner of the location icon at the top of the Connect window and select a new one from the list.



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.