

User Guide

HubStar – Study Spaces

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1.0	New document	07.09.26	Emily Hewitt	07.09.27

1 Overview

1.1 Purpose

This document provides guidance for users on how to book and manage study space 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: Study Spaces are only available at Sloane Robinson.

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.

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

2.3 How to log in to HubStar

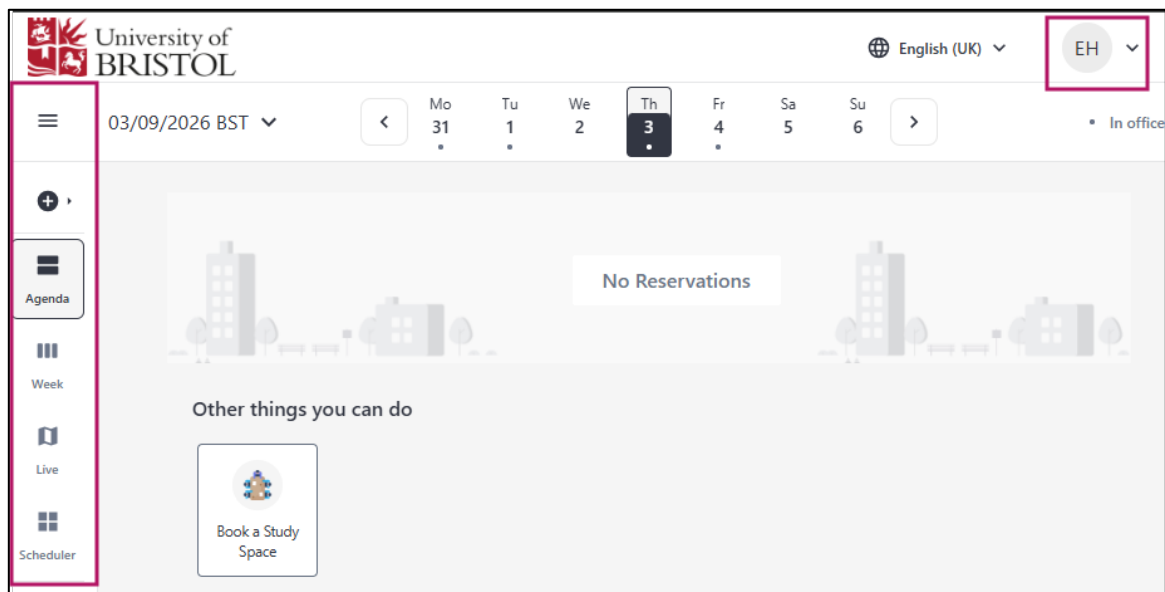
To access HubStar using the desktop URL, click the following link:
<https://uob.smartway2book.com/se>.

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.

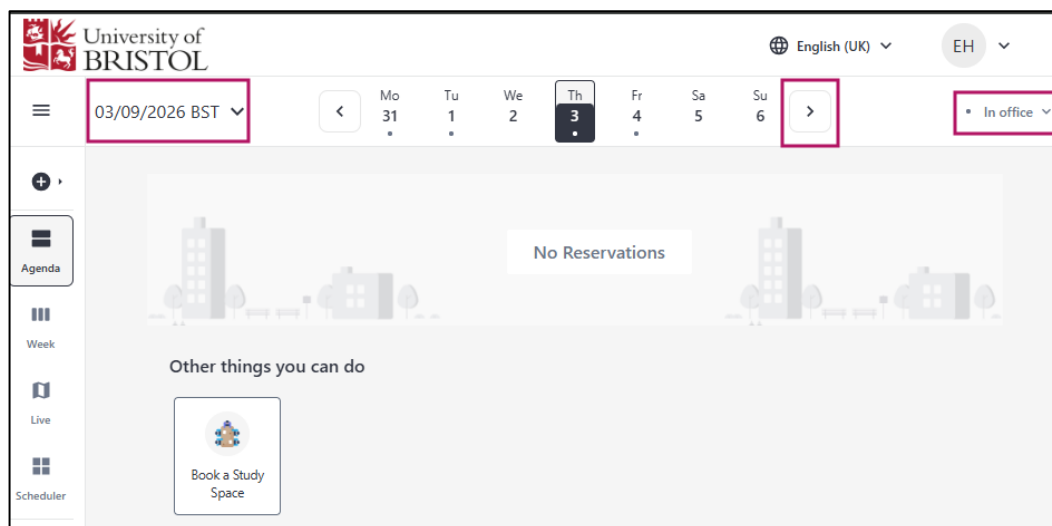


2.4.1 Views explained

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.

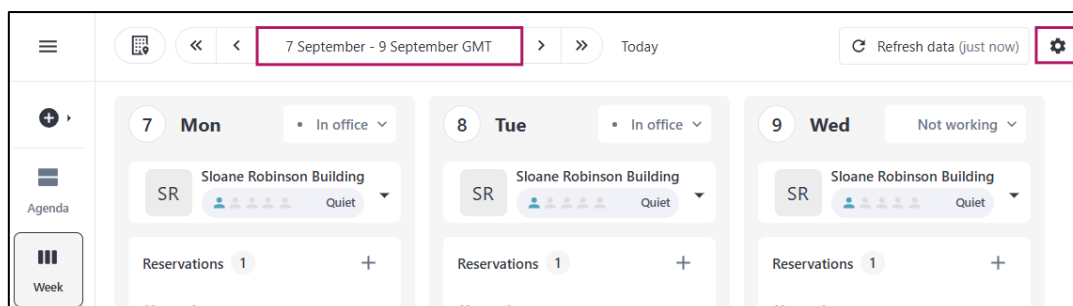


2.4.1.2 Week view

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

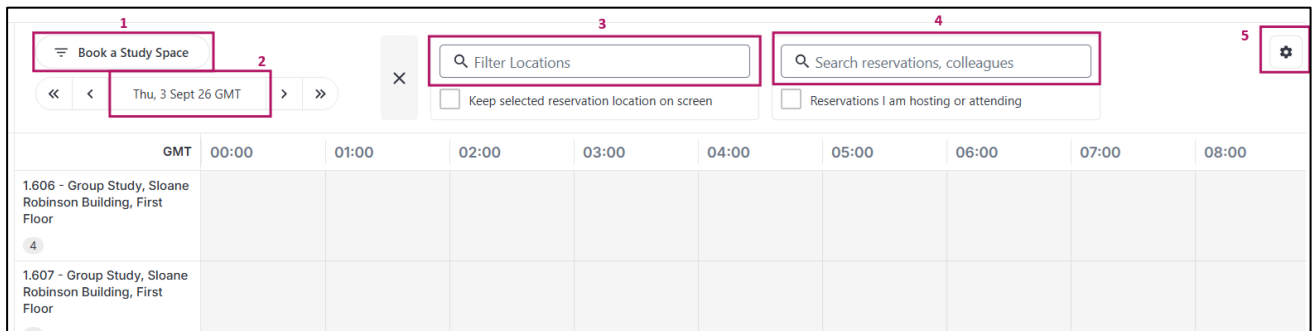
The **Scheduler** view displays all spaces for a single day. Use the filter (1) to apply additional filters. You can also use the filter box (3) to search for a specific space.

Click on the displayed date (2) 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 for the selected day, enter your 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.

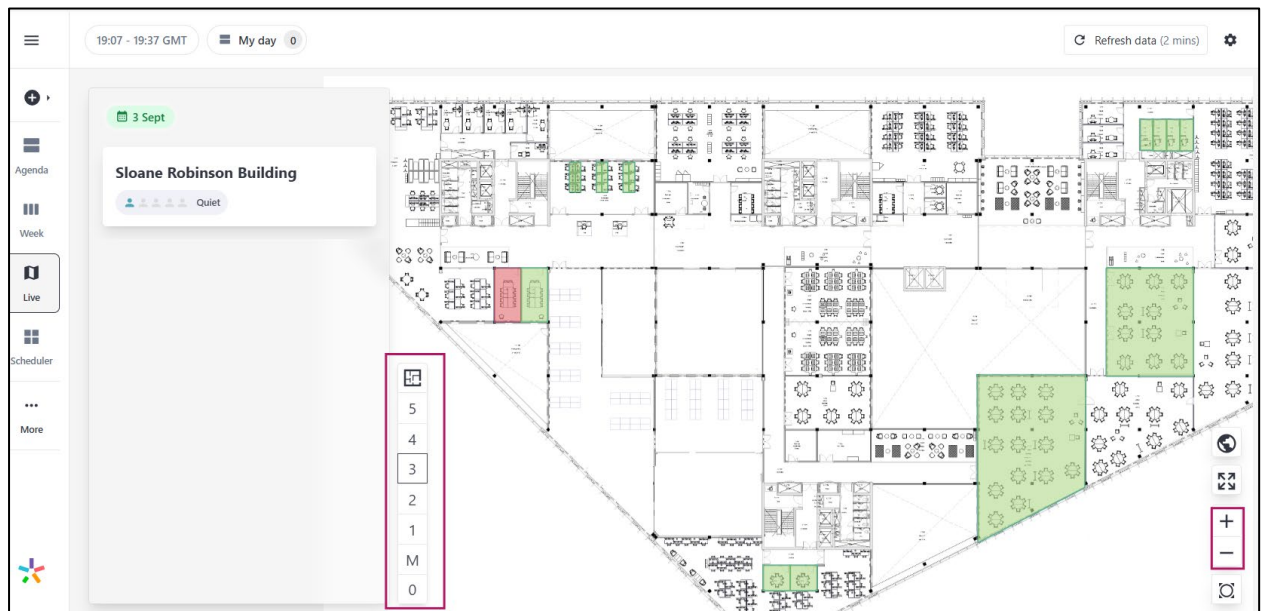
You can edit your own bookings from this view by double clicking on them and clicking edit.



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.



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.

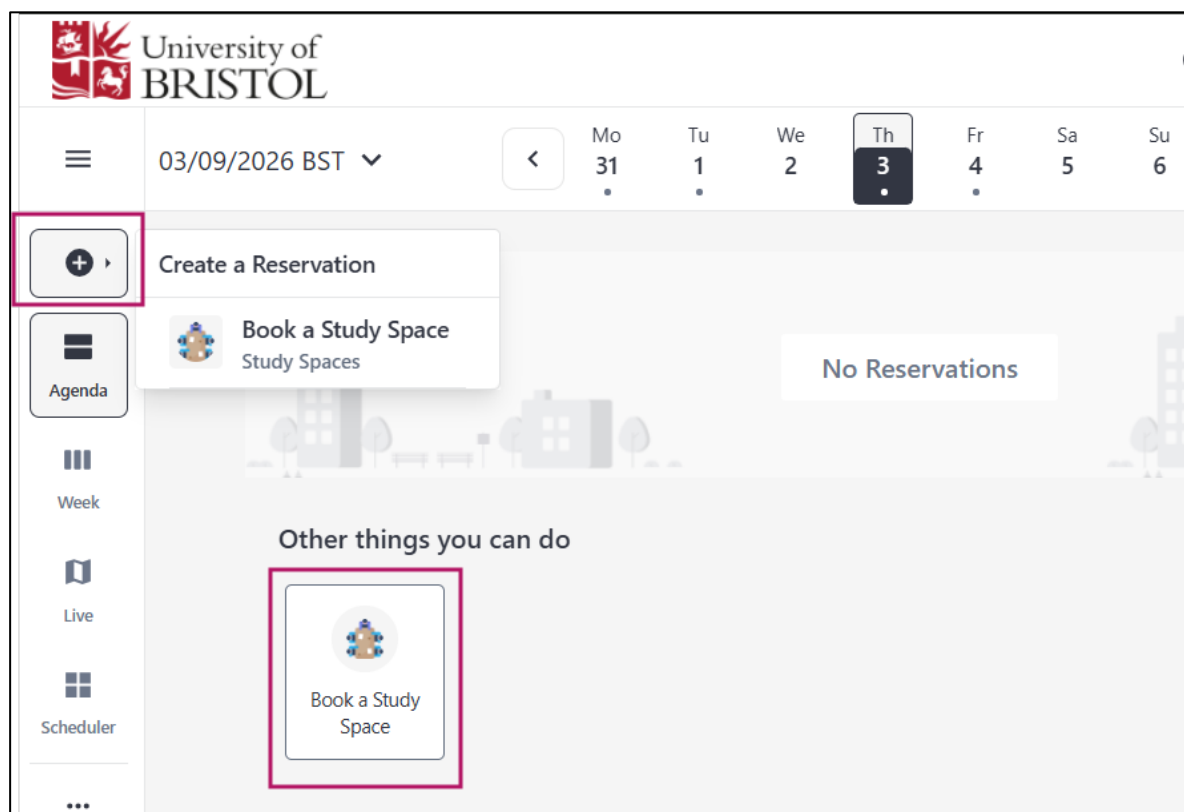
Working Days allows you to select your working days and working times. We recommend leaving “I primarily work at home” toggled off to make it easier to book spaces when you are in the office. “Time interval” is the default duration when you start to make a booking. Click “Save” if you do make any changes.

2.5 How to book a study space

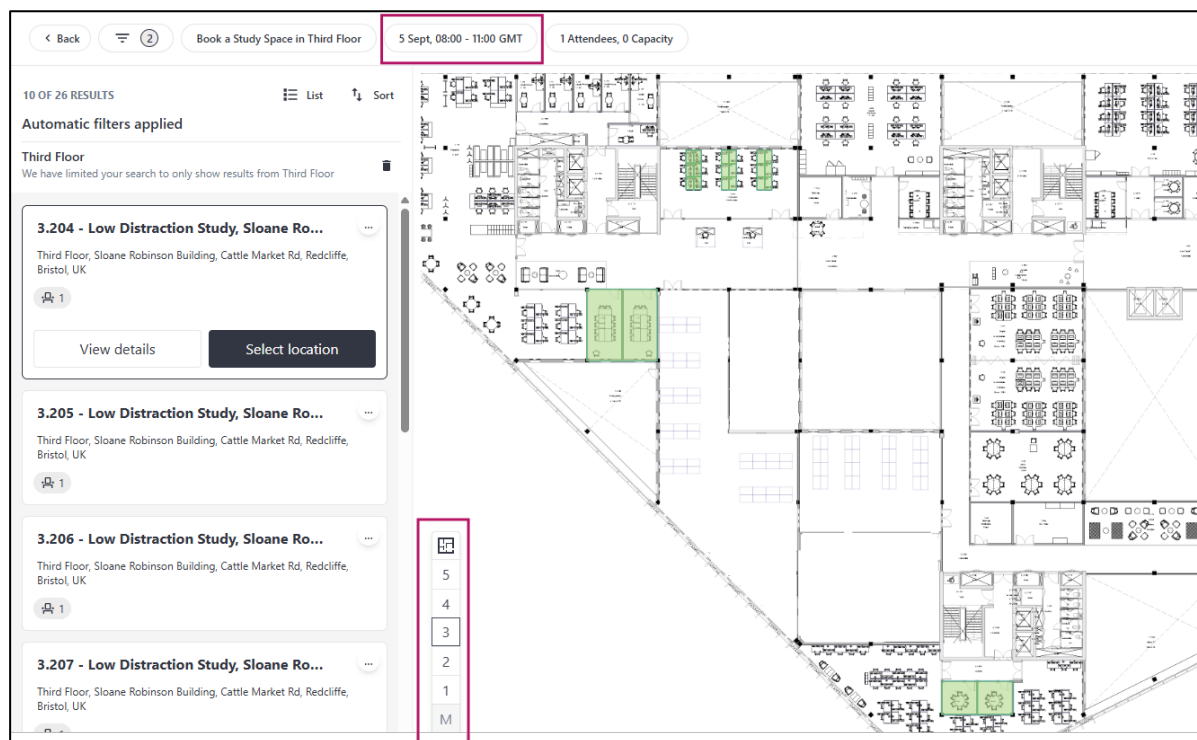
Important note: Study spaces are a mix of rooms and desks, if the space number has a hyphen in, e.g. 2.701-001, this is a desk.

From the Agenda view, choose the date you wish to book and select "Book a Study Space" to make your reservation.

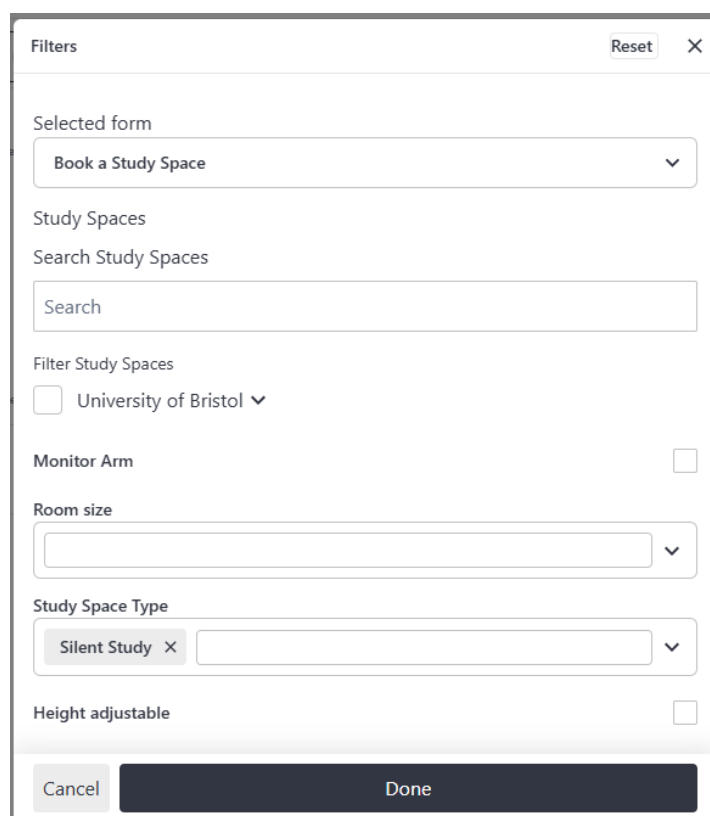
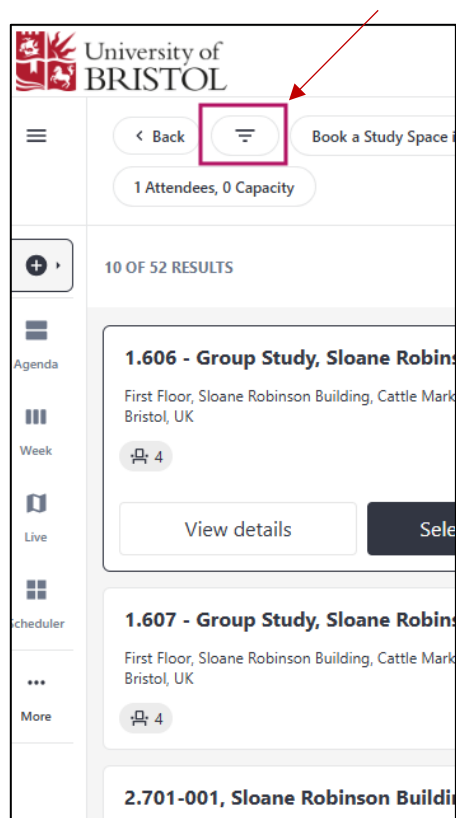
Alternatively, navigate to the  on the left-hand navigation panel and select the relevant resource type.



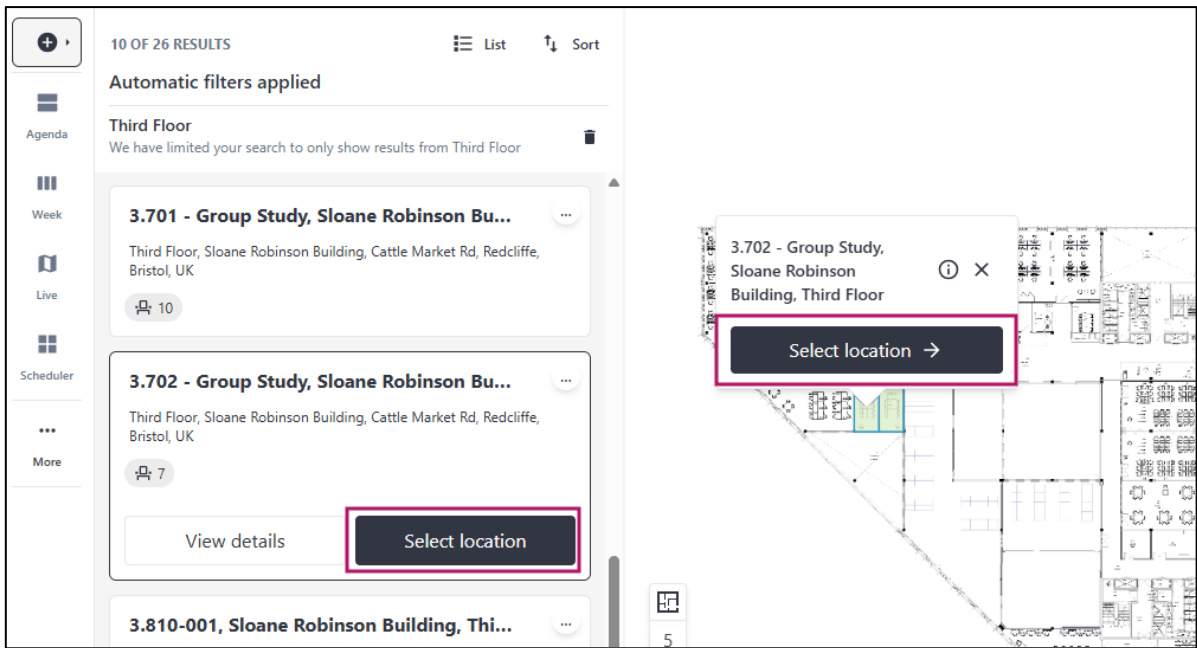
Once "Book a Study Space" is selected, the floorplan will be displayed. Amend the time in the top menu and available spaces will show in green. To change the floor level of the map, click on the floor number on the bottom left of the map.



If you have specific requirements (e.g. height-adjustable desks) or want to filter by space type, select the “Filter” option and apply the relevant filters.

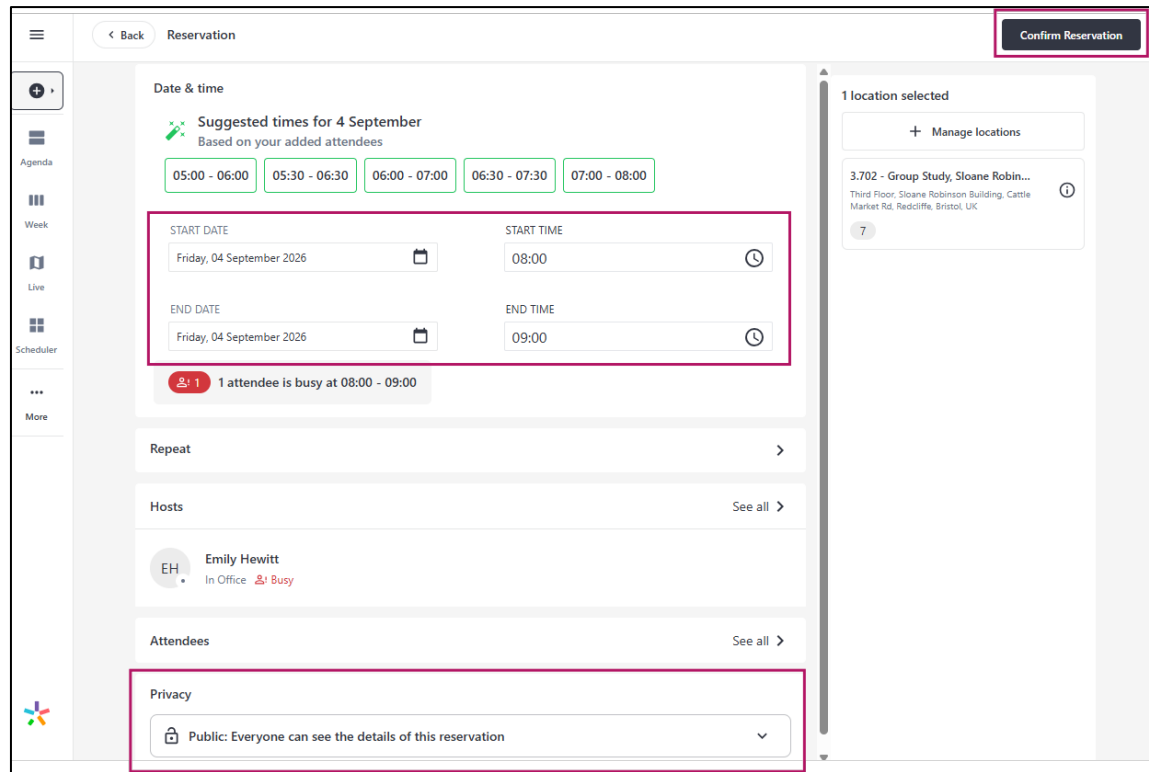


To make a reservation, select a space from either the floorplan or the list view, then confirm your selection by clicking “Select location”.

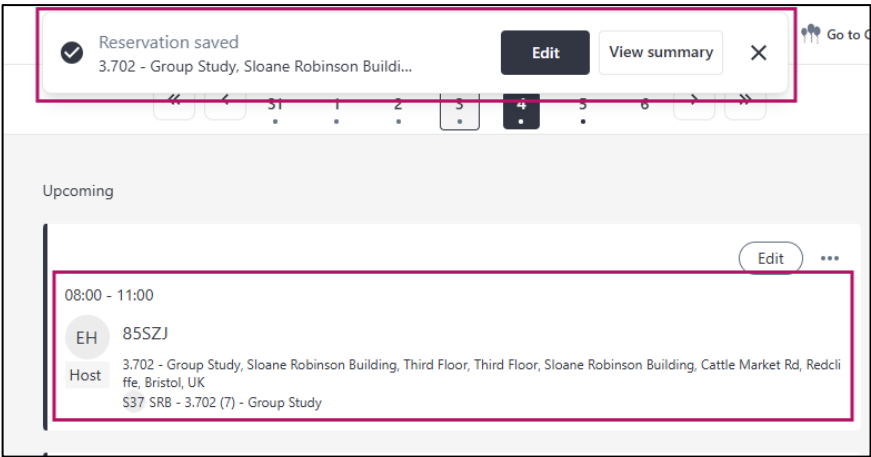


Complete the booking form by selecting the required date, start time and end time. Use the privacy dropdown arrow to select if you want your booking to be public or private then click “Confirm reservation”.

You can ignore the suggested times, this is based on your availability in Outlook, not the room availability.



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.



2.5.1 How to book make a recurring booking

Follow the instructions above on [How to book a study space](#) 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.

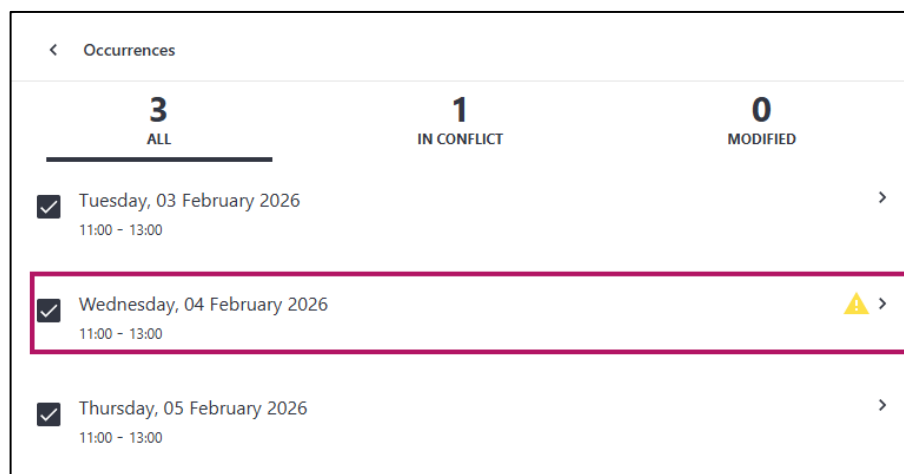
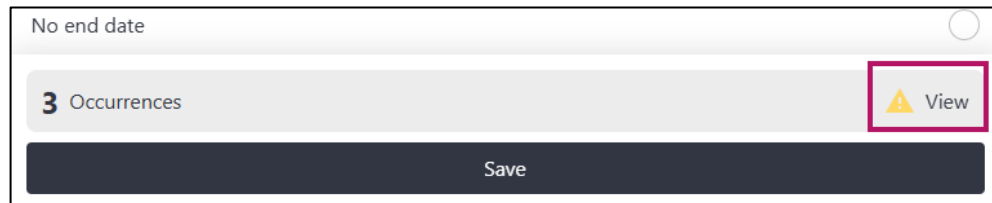
A screenshot of a booking form. The "Date & time" section has fields for "START DATE" (Tuesday, 03 February 2026), "START TIME" (11:00), "END DATE" (Tuesday, 03 February 2026), and "END TIME" (13:00). Below these fields, the "Repeat" option is highlighted with a red box. There is a right arrow next to "Repeat". At the bottom, there is a "Hosts" section with a "See all" link.

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

A screenshot of the "Repeat" settings screen. At the top, there is a back arrow and the word "Repeat". Below this, there are tabs for "None", "Daily", "Weekly", "Monthly", and "Yearly". The "Daily" tab is selected. Under the "Frequency" section, there are three options: "Every 1 day or days" (selected with a radio button), "Every weekday" (radio button), and "Range" (radio button). Under the "Range" section, there are two options: "End after 3 occurrences" (selected with a radio button) and "End by 4 February" (radio button).

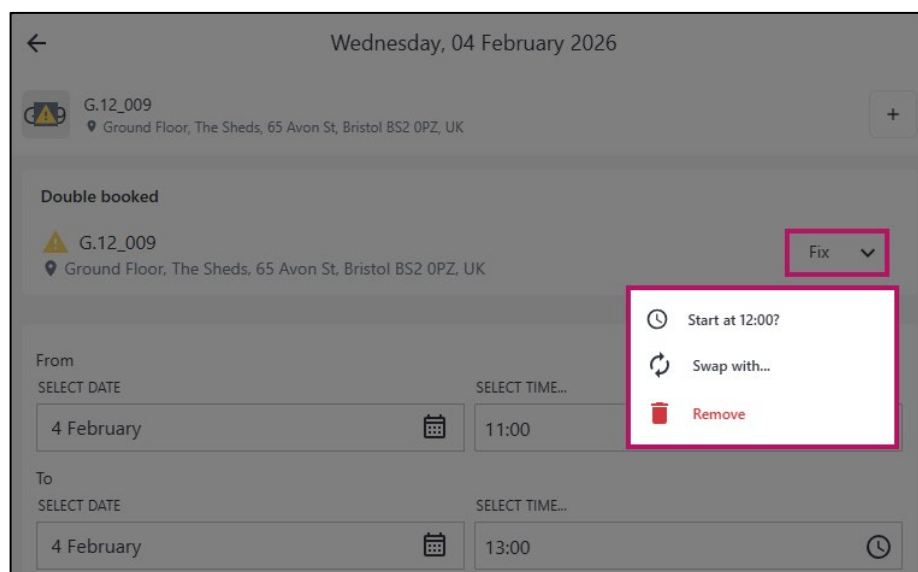
Important note: You can only create a recurring booking that falls within your permitted booking window. For example, if you can only book a desk up to five working days in advance, any recurring bookings that extend beyond this window cannot be confirmed.

If there is a conflict where the 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.



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 desk for the conflicting occurrence.



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

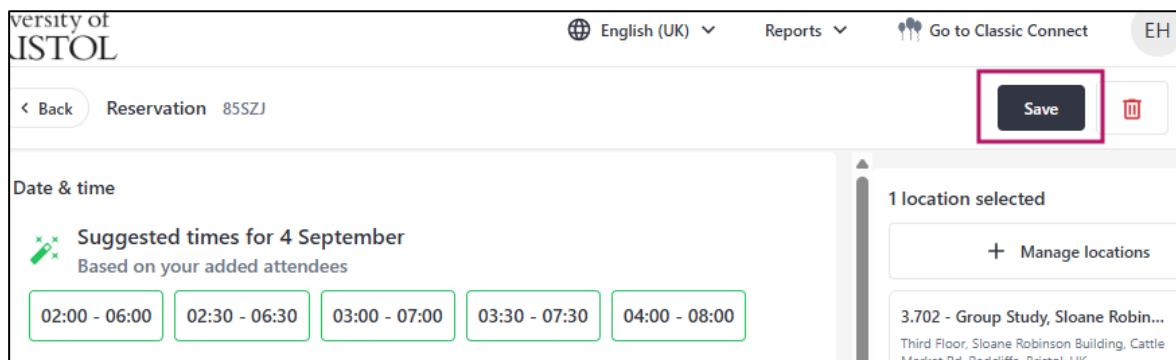
The screenshot shows a 'Reservation' screen with a top navigation bar containing a '< Back' button and the title 'Reservation'. In the top right corner, a 'Confirm Reservation' button is highlighted with a red box. The main content area is divided into two sections. The left section, titled 'Date & time', includes 'Suggested times for 3 February' (Based on your 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'. The right section, titled '1 location selected', shows a '+ Manage locations' button and a location card for 'G.12_009' (Ground Floor, The Sheds, 65 Avon St, Bristol BS2 0PZ, UK) with a red '1' indicating the selected count. At the bottom, a 'Repeat' section is highlighted with a red box, showing 'STARTS' (03/02/2026), 'FREQUENCY' (Every day), and 'ENDS' (End after 3 occurrences).

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.

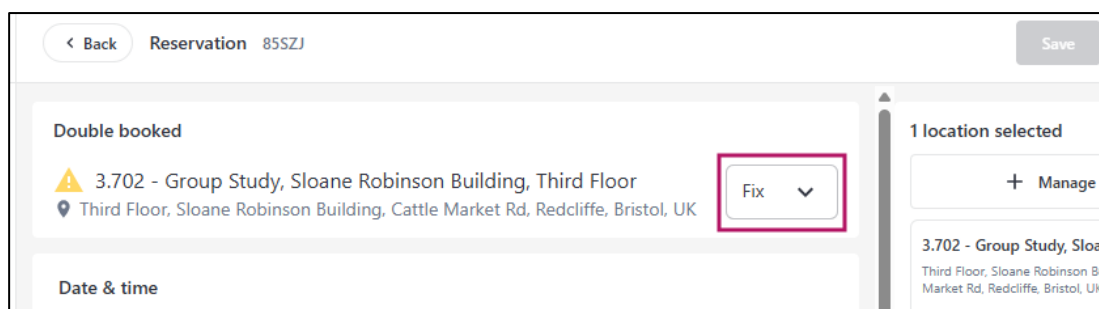
2.6 **How to edit or delete/ cancel a booking**

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”.

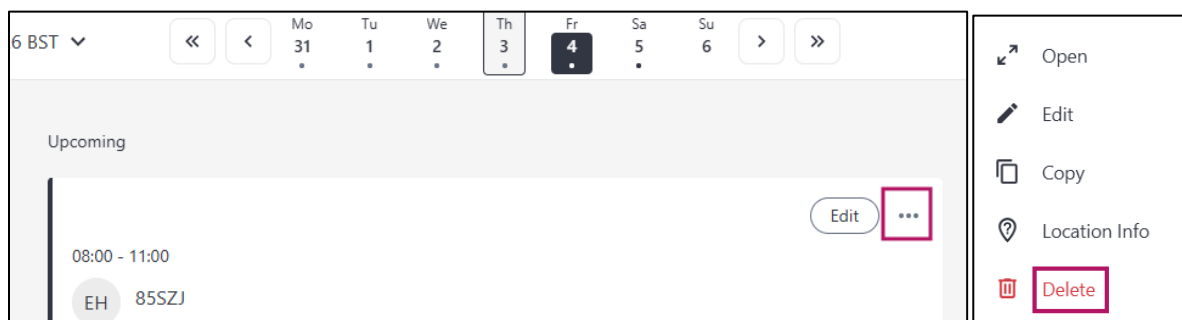
The screenshot shows an 'Agenda' view with a calendar header at the top displaying days of the week (Mo, Tu, We, Th, Fr, Sa, Su) and dates (31, 1, 2, 3, 4, 5, 6). The 'Th 3' date is highlighted. Below the header, a section titled 'Upcoming' contains a booking card for the time slot '08:00 - 11:00'. The booking card displays the identifier 'EH 85SZJ' and the host information 'Host 3.702 - Group Study, Sloane Robinson Building, Third Floor, Third Floor, Sloane Robinson Building, Cattle Market Rd, Redcliffe, Bristol, UK'. Below the host information, it says 'S37 SRB - 3.702 (7) - Group Study'. In the top right corner of the booking card, an 'Edit' button is highlighted with a red box, followed by a three-dot menu icon.



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.

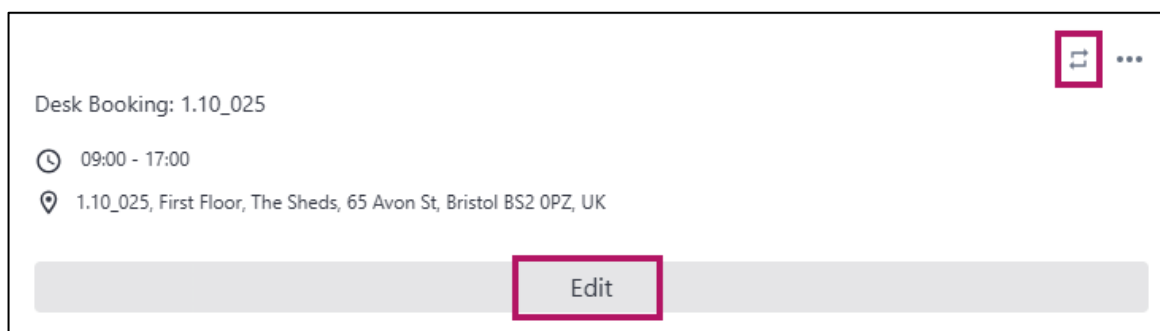


To delete/ cancel a booking, click on the three dots and select "Delete".

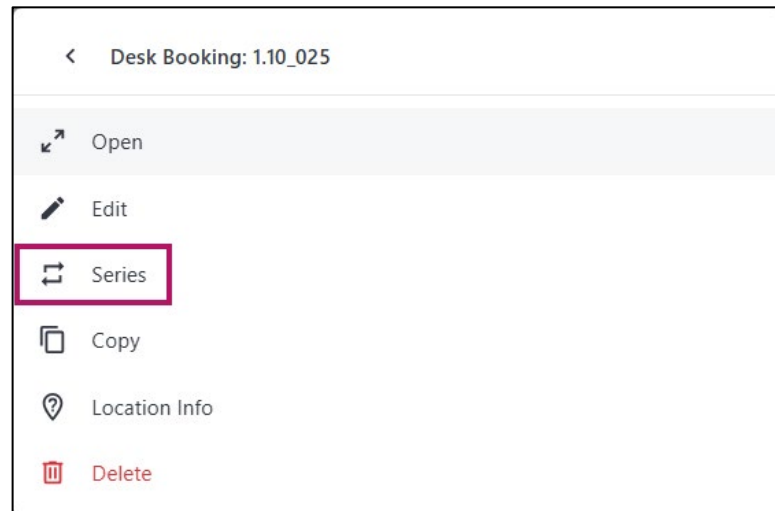


2.6.1 Editing a reoccurring booking

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 >”.

A screenshot of the 'Repeat' settings screen. At the top, there are fields for 'END DATE' (Wednesday, 04 February 2026) and 'END TIME' (14:00). Below these is a warning: '1 attendee is busy at 13:30 - 14:00'. The 'Repeat' section is highlighted with a red box and contains a right arrow. Below this, there are three sections: 'STARTS' (04/02/2026), 'FREQUENCY' (Every day), and 'ENDS' (End after 2 occurrences). At the bottom, there is a 'Hosts' section and a 'See all >' link.

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.

A screenshot of a reservation confirmation screen. The top bar shows '< Back', 'Reservation', and 'K5ALH'. In the top right corner, there are three buttons: 'Save', a red bin icon (delete), and an 'X' icon (exit), all highlighted with a red box. Below the top bar, there is a 'Date & time' section and a '1 location selected' indicator.

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.