

User Guide

HubStar – Website

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1.0	New document	02.02.26	Jody Rawlings	02.02.27
2.0	Minor updates to reflect changes for Sloane Robinson Building	02.07.26	Emily Hewitt	02.07.27

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 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, the HubStar Connect mobile app and HubStar Connect Outlook plugin.

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 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 staff members. If you prefer not to share these details, you can simply mark the booking as Private.

Find a colleague: This feature lets you favourite colleagues so you can see where they are working and book a nearby space to support collaboration. This feature is automatically enabled for everyone but you can opt out at any time in the [Settings menu](#).

2.3 How to log in to HubStar

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

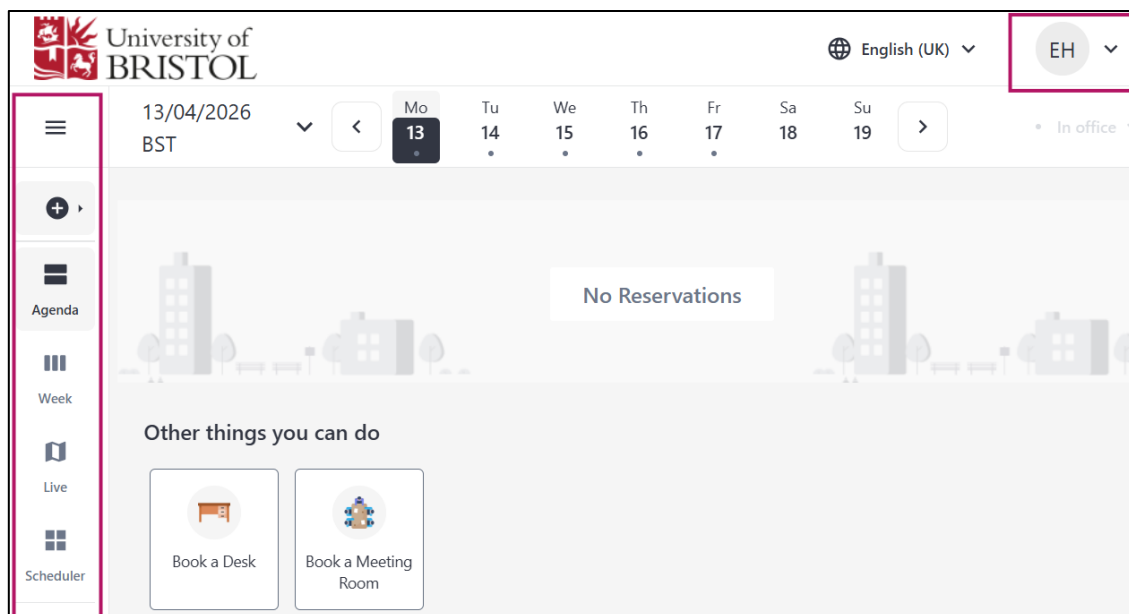
<https://uob.smartway2book.com/se>

Users should automatically be prompted to sign in with Single Sign on (SSO). If you do not have access to HubStar, please email: its-tq-digital-campus@bristol.ac.uk

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.

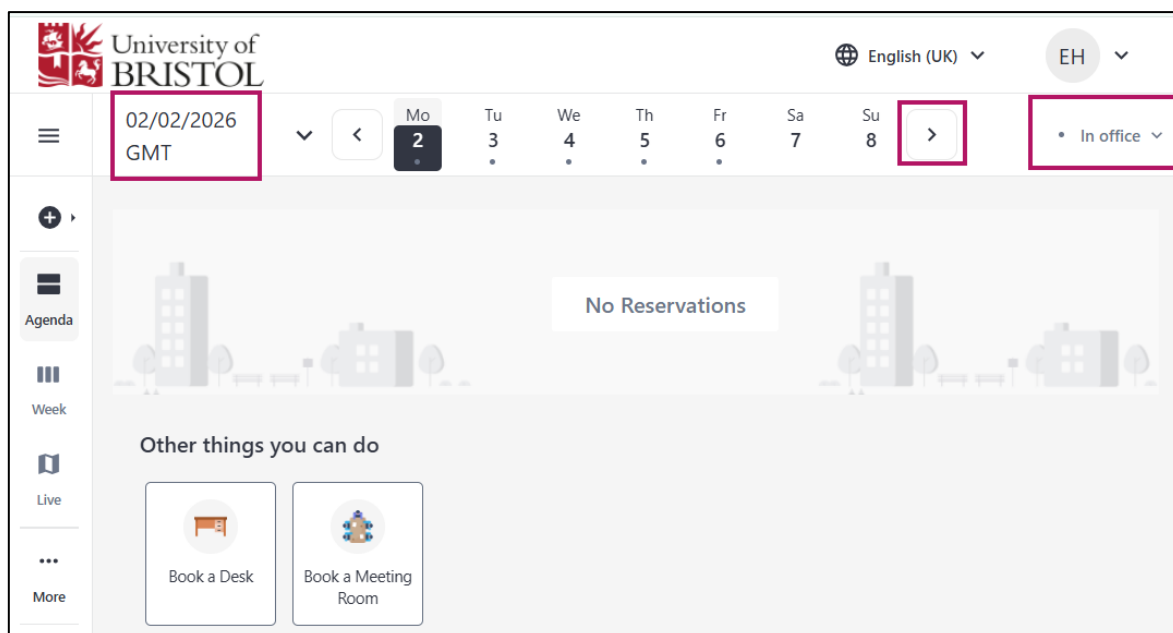


2.4.1 Views explained

2.4.1.1 *Agenda view*

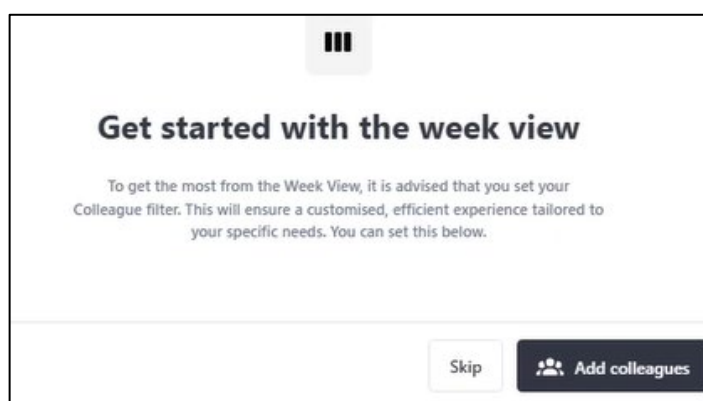
The **Agenda** view is the default view and shows you any bookings for the selected day. It defaults to today's date, click on any different date directly or use > to move to next day or >> to move to next week. For further ahead dates, click on the date under the logo.

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 be prompted to Add colleagues. You can skip this message, but it will reappear, so we suggest adding a colleague to remove the pop up or turning off this feature. See [Find a colleague](#) for more information.

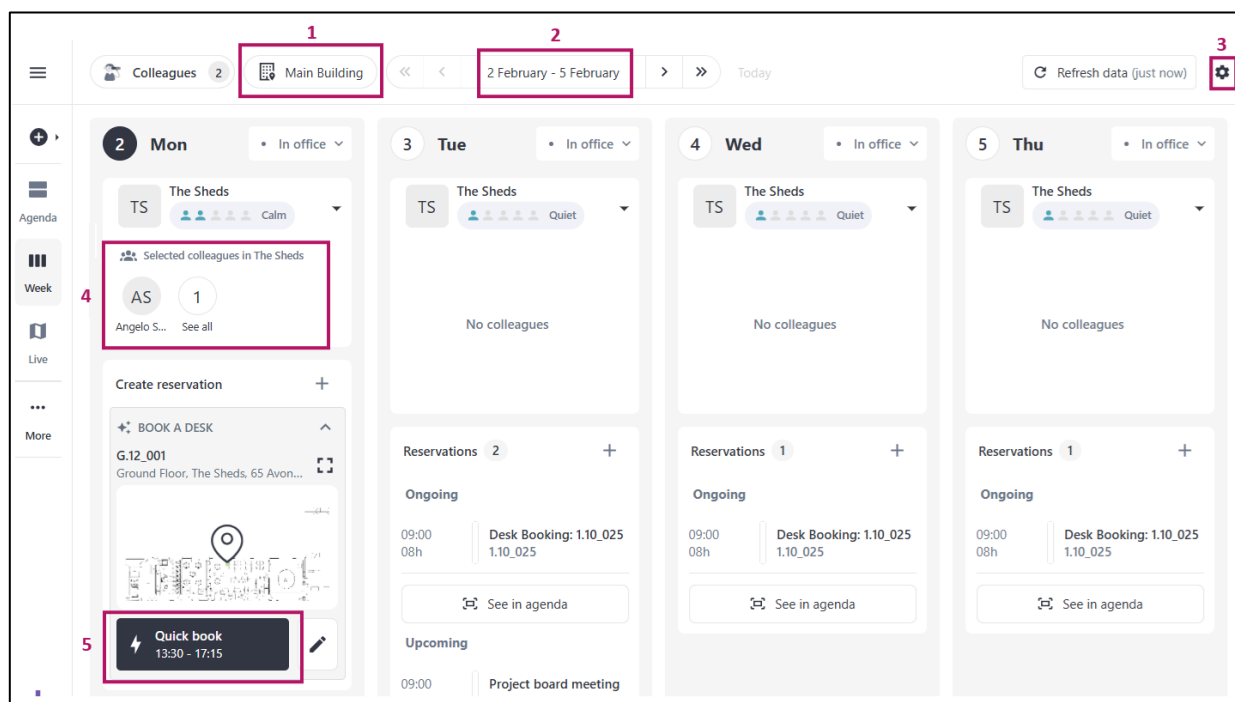


Using the Week view, you can change between buildings by clicking on "Main Building" (1) and see which of your pre-selected colleagues are working in the building on each day (4). See [Find a colleague](#) for more information.

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.

For today's date, you'll also see the option to quick book a desk (5), clicking this option will instantly book an available desk for you.



2.4.1.3 Scheduler view

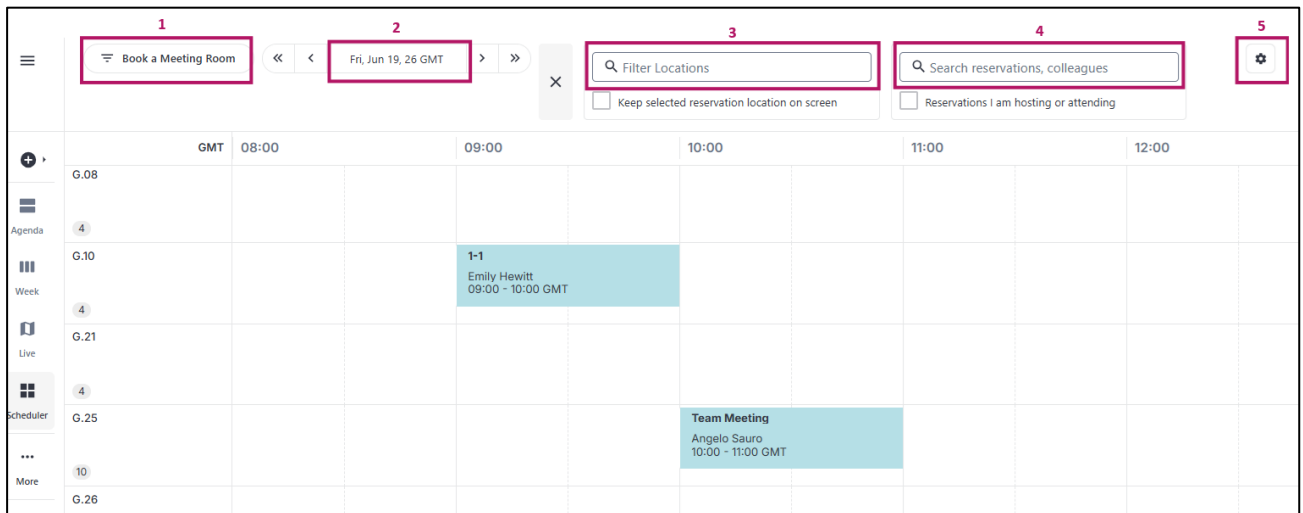
The **Scheduler** view displays all spaces within the same group (for example, all rooms) for a single day. Use the filter (1) to switch between different space groups (such as desks or rooms) or apply additional filters. You can also use the filter box (3) to search for a specific room number.

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 bookable desks and rooms are currently available (in green) and which are in use (in red). When using the [Find a Colleague feature](#), you can see the spaces your colleagues are using either directly on the map or by selecting “Find a Colleague” in the top menu. If a colleague appears as “not found,” it means they do not have a booking for today.

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



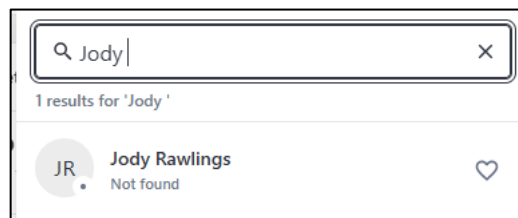
2.4.2 Find a colleague

This feature allows you to see who is planning to come into the office and when. Once you have favourited a colleague, you'll be able to view where they are sitting and book a desk near them to facilitate collaboration.

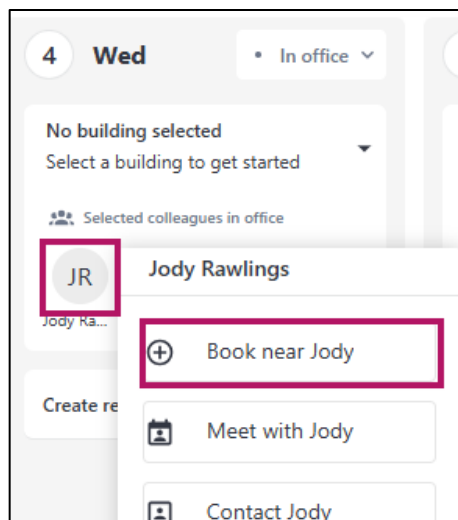
Important note: This feature is enabled by default but you can turn it off in the [settings](#).

To get started, click on “Week view” in the left menu and a pop up will appear inviting you to “Add colleagues”. Alternatively, you can click “Find a colleague” in the Live view.

Click in the search box and type the name of the colleague you'd like to add. When their name appears, click on the heart next to their name to favourite them and select “Confirm”. Any locations they have booked for today will appear under their name otherwise it will say “Not found”. To remove someone from your list, click on the heart again.



If a colleague has already booked a desk and you'd like to work near them, go to Week view and click on their initials (or photo), then click “Book near [name of colleague]”. Select whether you'd like to book a desk or room and make the booking as normal.



2.4.3 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.

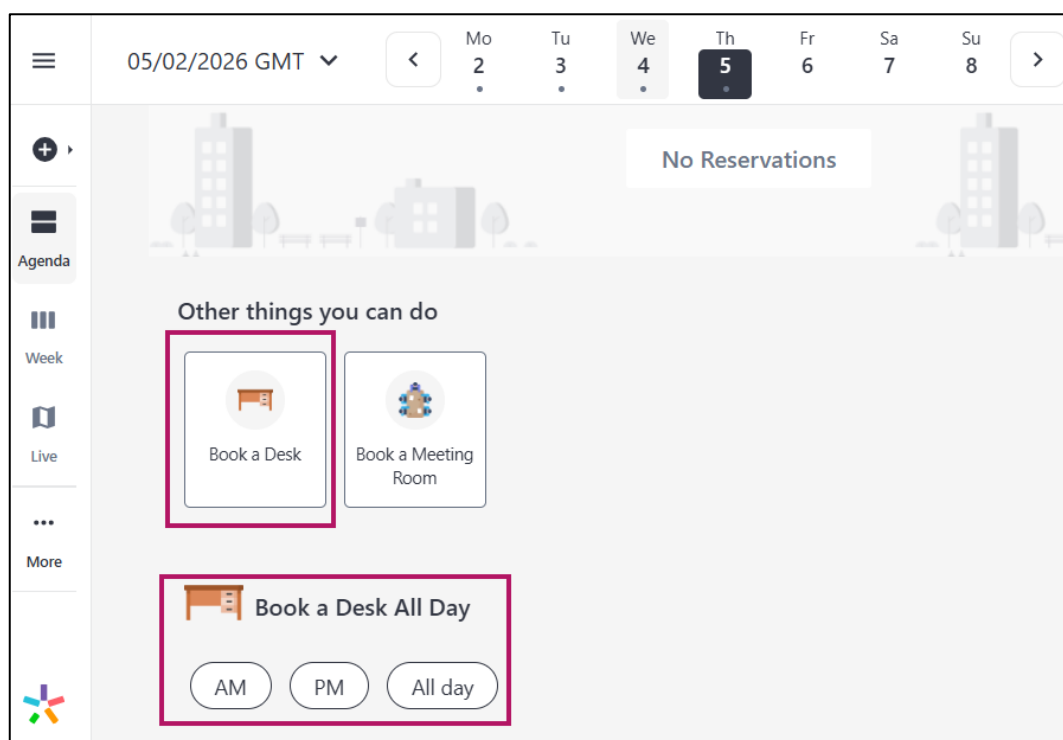
Delegates allows you to add staff members that you’d like to manage bookings on your behalf. Click “Add delegate” and search for the staff you wish to add. If you wish to add multiple staff, select all names before clicking “Done”.

Permission and Consent allows you to select whether to use the [Find a colleague](#) feature. Switch the toggle to off and then click “Save” if you don’t wish to use this feature.

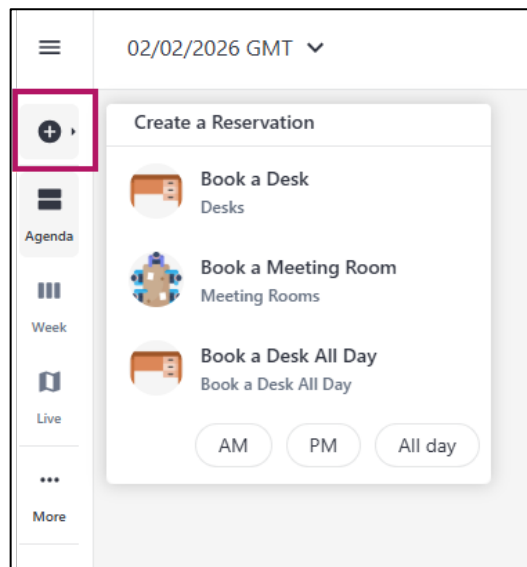
2.5 How to book a desk

To make a desk booking reservation, from the Agenda view, select the relevant date and resource type on the home screen e.g. “Book a desk” or select from the “Book a Desk All Day”. The timeslots may be vary across buildings and be different to the building opening hours but will be similar to below:

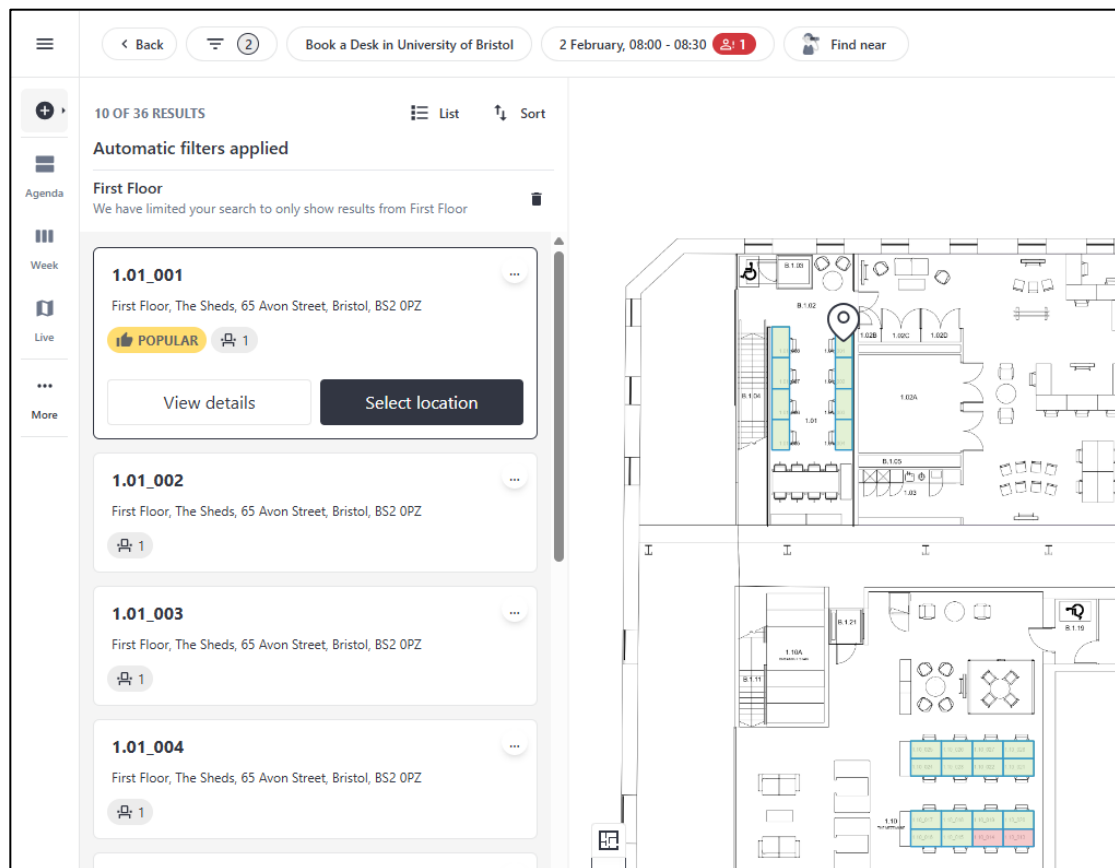
- AM = 09:00 – 13:00,
- PM = 13:00 – 17:00
- All day = 09:00 – 17:00.



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



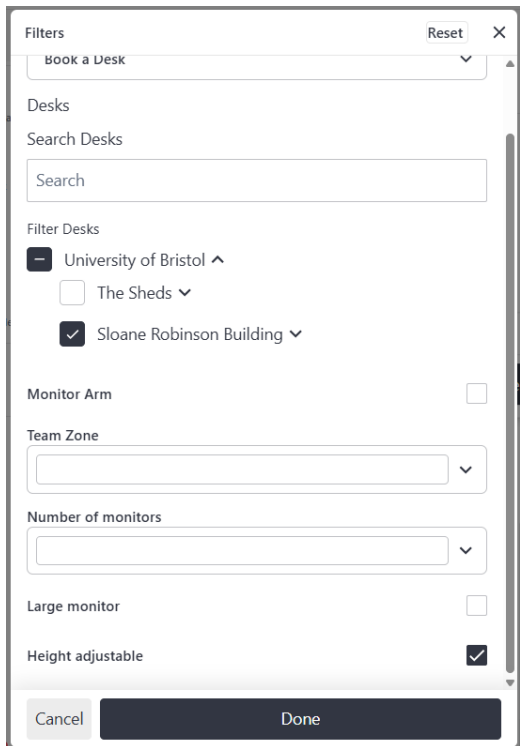
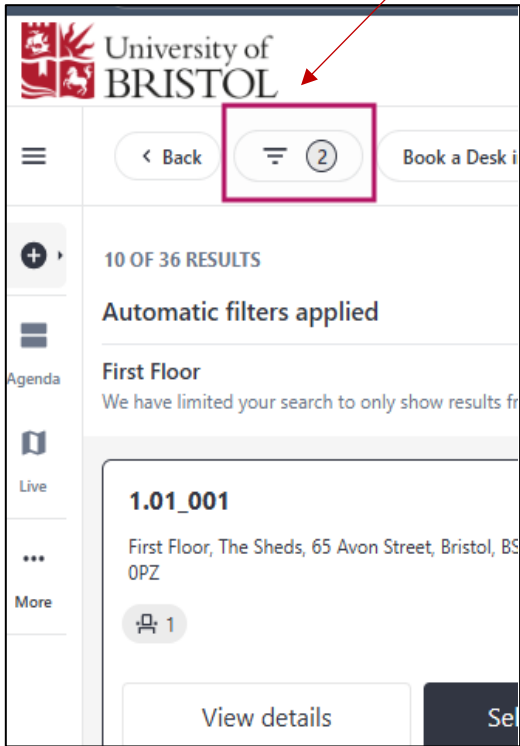
Once “Book a Desk” is selected, the floorplan will be displayed. Available desks are shown in green.



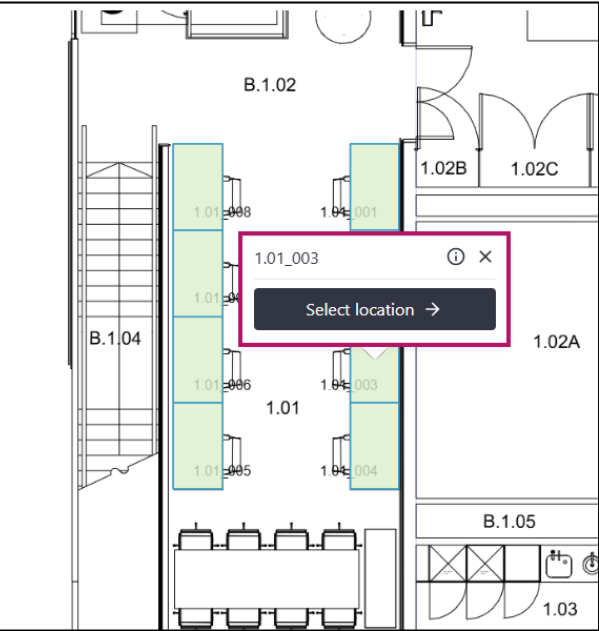
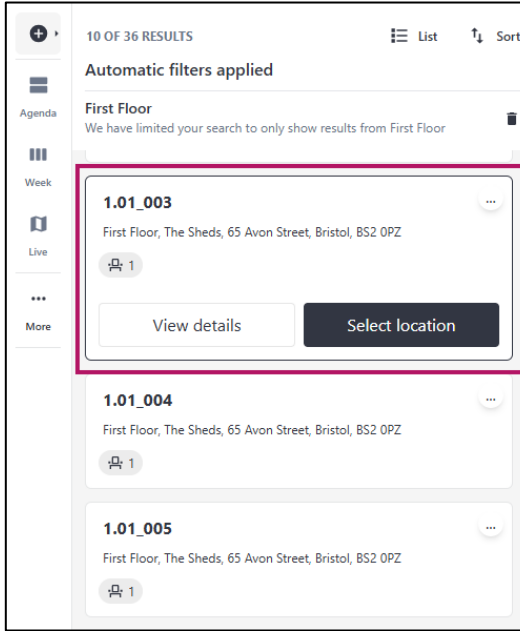
To change the floor level of the map, click on the floor number on the bottom left of the map.

To select the building you wish to book or if you have specific desk requirements (e.g. height-adjustable desks), select the “Filter” option and apply the relevant filters.

Note that some filter options may not be visible to all buildings, e.g. Team Zone is only relevant to staff in the Sloane Robinson Building.



To make a reservation, select a desk 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”.

Reservation

[Back](#) [Confirm Reservation](#)

Date & time

START DATE: Monday, February 02, 2026

START TIME: 08:00

END DATE: Monday, February 02, 2026

END TIME: 12:00

Repeat

Hosts [See all](#)

Privacy

Public: Everyone can see the details of this reservation

1 location selected

[+ Manage locations](#)

1.01_003
First Floor, The Sheds, 65 Avon St, Bristol BS2 0PZ, UK

Your desk 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.

Reservation saved
Desk Booking: G.12_001

[Check-in](#) [View summary](#) [X](#)

Ongoing

Desk Booking: G.12_001

09:00 - 10:30

G.12_001, Ground Floor, The Sheds, 65 Avon Street, Bristol, BS2 0PZ

[Check-in](#)

Other things you can do

2.5.1 How to book make a recurring desk booking

Follow the instructions above on [How to Book a Desk](#) 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 are only able to book a desk up to five working days in advance, any recurring bookings that extend beyond this window cannot be confirmed.

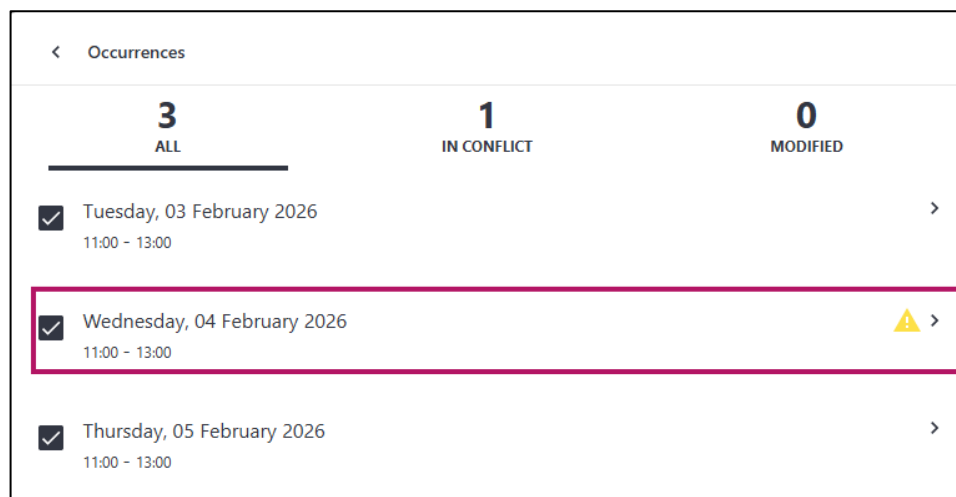
If there is a conflict where the desk you have selected is already booked by another user, a yellow warning icon will appear. Select “View” to see details of the conflicting booking.

No end date

3 Occurrences

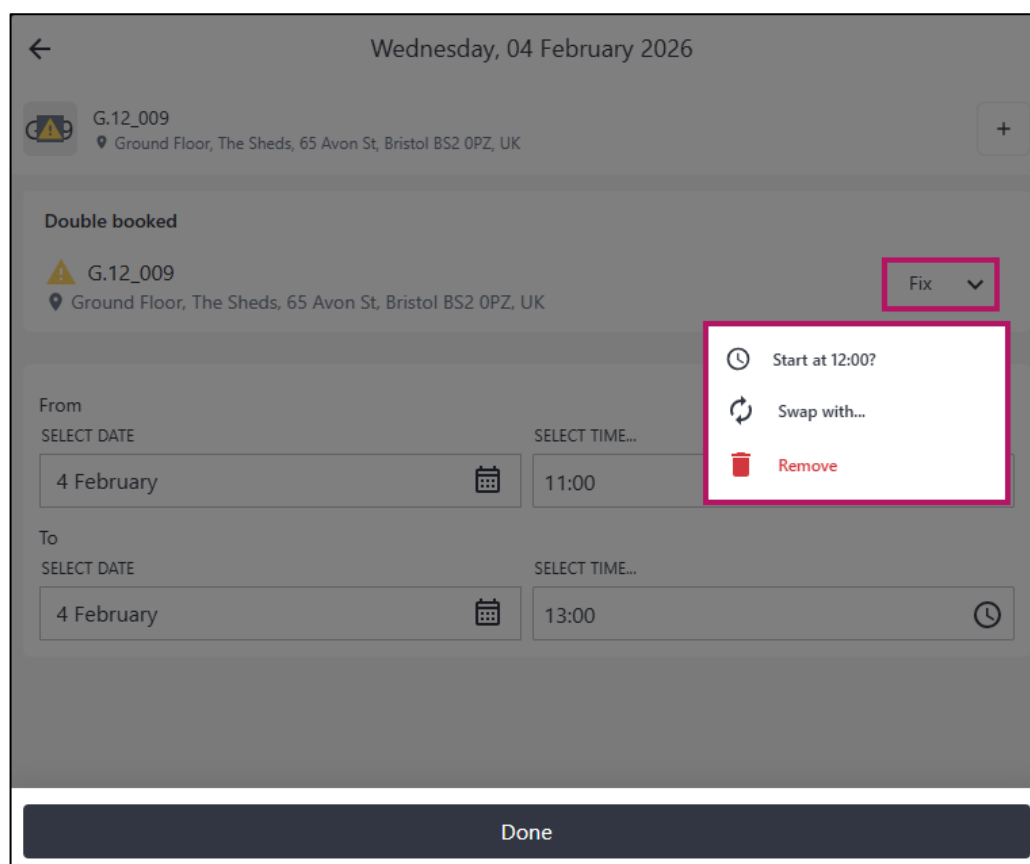
View

Save



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.

Your recurring desk 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 desks

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

Group desk bookings can only be assigned to one person but once booked you can forward the Outlook appointment to another user for them to be added to the reservation.

Follow the instructions above on [How to Book a Desk](#) 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 desks.

Date & time

Suggested times for 22 December
Based on your added attendees

10:30 - 12:00 13:00 - 14:30 15:00 - 16:30 15:30 - 17:00 08:00 - 09:30

START DATE: Monday, 22 December 2025

START TIME: 09:15

END DATE: Monday, 22 December 2025

END TIME: 10:45

1 location selected

[+ Manage locations](#)

G.12_003
Ground Floor, The Sheds, 65 Avon Street, Bristol, BS2 0PZ

1

Additional desks 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 desk and clicking “Save”.

University of BRISTOL

English (UK) Reports Go to Classic Connect JR

< Back 2 Find near

10 OF 16 RESULTS List Sort

G13

Automatic filters applied

Ground Floor
We have limited your search to only show results from Ground Floor

G.12_002
Ground Floor, The Sheds, 65 Avon Street, Bristol, BS2 0PZ

View details **Select location**

G.12_003
Ground Floor, The Sheds, 65 Avon Street, Bristol, BS2 0PZ

G.12_004
Ground Floor, The Sheds, 65 Avon Street, Bristol, BS2 0PZ

G.12_005
Ground Floor, The Sheds, 65 Avon Street, Bristol, BS2 0PZ

Save Cancel

Your additional desks 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.

Reservation

Confirm Reservation

Date & time

Suggested times for December 22
Based on your added attendees

No suggestions available

START DATE

Monday, December 22, 2025

START TIME

09:00

END DATE

Monday, December 22, 2025

END TIME

10:30

1

1 attendee is busy at 09:00 - 10:30

Repeat

>

Hosts

See all >

4 locations selected

+ Manage locations

G.12_001

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

1

G.12_002

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

1

G.12_003

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

1

G.12_004

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

1

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 and details of your booking will be added to your Outlook calendar.

2.6 How to book a room

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

06/07/2026 BST

<<

<

Mo 6

Tu 7

We 8

Th 9

Fr 10

Sa 11

Su 12

>

+ >

Agenda

Week

Live

Scheduler

More

No Reservations

Other things you can do

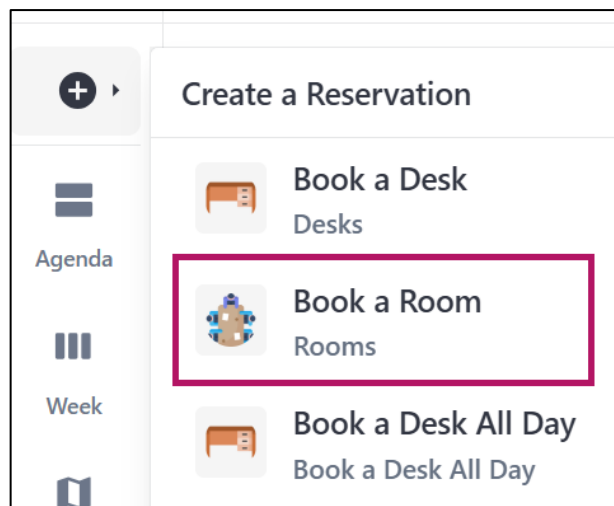
Book a Desk

Book a Room

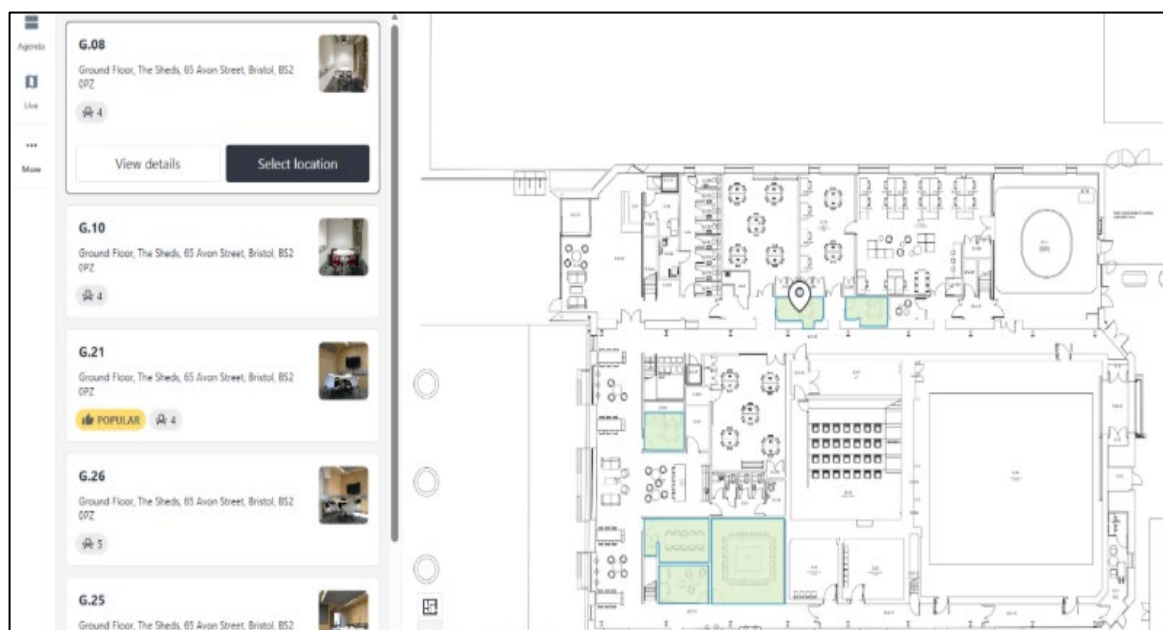
Book a Desk All Day

AM PM All day

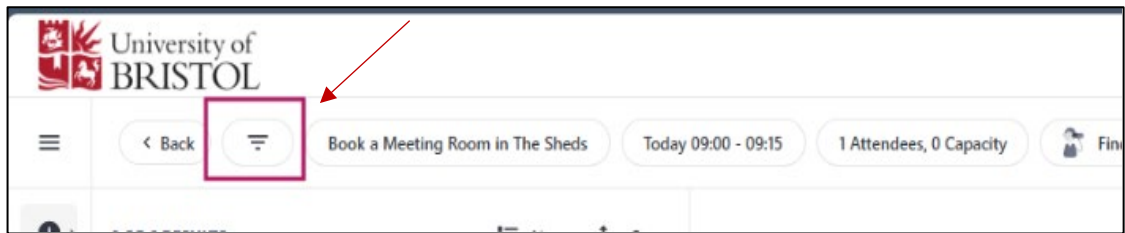
Alternatively, navigate to the  on the left-hand navigation panel and select “Book a Room”.



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, or [Teams Room](#)).



Book a Room

Rooms

Search Rooms

Search

Filter Rooms

University of Bristol

☐ The Sheds
 ☒ Sloane Robinson Building

Microsoft Teams room

☐

Room size

Space Type

Seating capacity

0 people seating capacity

-

0

+

Cancel

Done

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

Important note You can only create a recurring booking that falls within your permitted booking window. For example, if you can book a room 3 months in advance, any recurring bookings that extend beyond this window cannot be confirmed.

Host This will default to the person making the booking but can be changed if you want someone else to own the booking. See [How to Book for someone else.](#)

Catering 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.

Attendees Anyone with HubStar access will appear when you type their name and these users will be able to check into the booking if added as an attendee.

If you need to invite someone who isn't listed. Click "+ Add *Name*" as new contact.

- Add their full name in the "Display Name" field. If they are external to the University, please add 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.

The screenshot shows a mobile app interface for creating a new contact. At the top, there is a back arrow and the title "Create new contact". Below this, there are four main sections: "Display name" with a text input field containing "Ann Example-Name (UWE)"; "Email Addresses" with a text input field and a "+" icon to the right; "Phone Numbers" with a text input field and a "+" icon to the right; and "Organisation" with a dropdown menu showing "Select" and a ">" icon to the right. At the bottom of the form is a dark blue button with the text "Create and add contact".

Video Conferencing Select to include a Microsoft Teams link for those joining remotely

Privacy Select whether the reservation is private or public

Subject

Example Booking

Date & time

Suggested times for 6 February
Based on your added attendees

08:00 - 09:00
08:30 - 09:30
09:00 - 10:00 ✓
09:30 - 10:30
10:00 - 11:00

START DATE

Friday, 06 February 2026

START TIME

09:00

END DATE

Friday, 06 February 2026

END TIME

10:00

All attendees are available at 09:00 - 10:00

Repeat
>

Hosts
See all >

EH

Emily Hewitt

Not Working Available

Attendees
See all >

JR

Jody Rawlings

In Office Available

JB

Joe Bloggs (Vodafone)

AS

Ann Smith (BT)

Catering
Hide

Catering

Video Conferencing
Hide

MS Teams

Less Details ^

Microsoft Teams

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

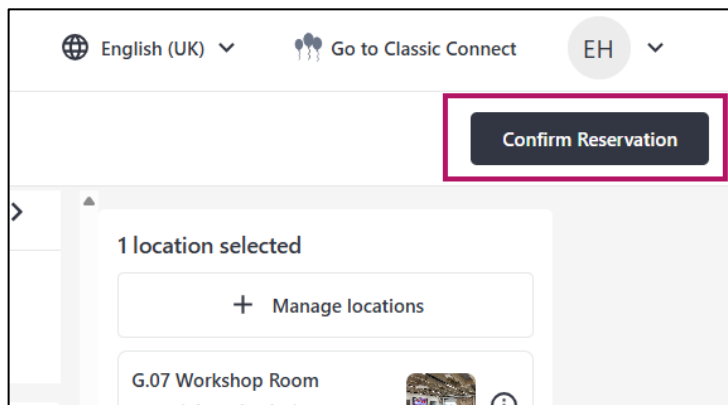
Papi Deli, arriving at 8:45

Privacy

Public: Everyone can see the details of this reservation

Show time as free

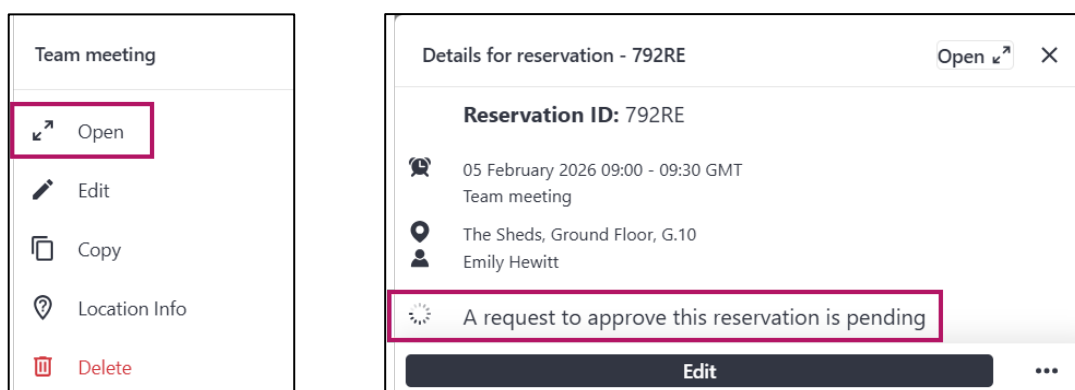
Once all details are entered, click “Confirm reservation” in the top right corner.



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

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 the details of your booking will be added to your Outlook calendar (once approved, if required).

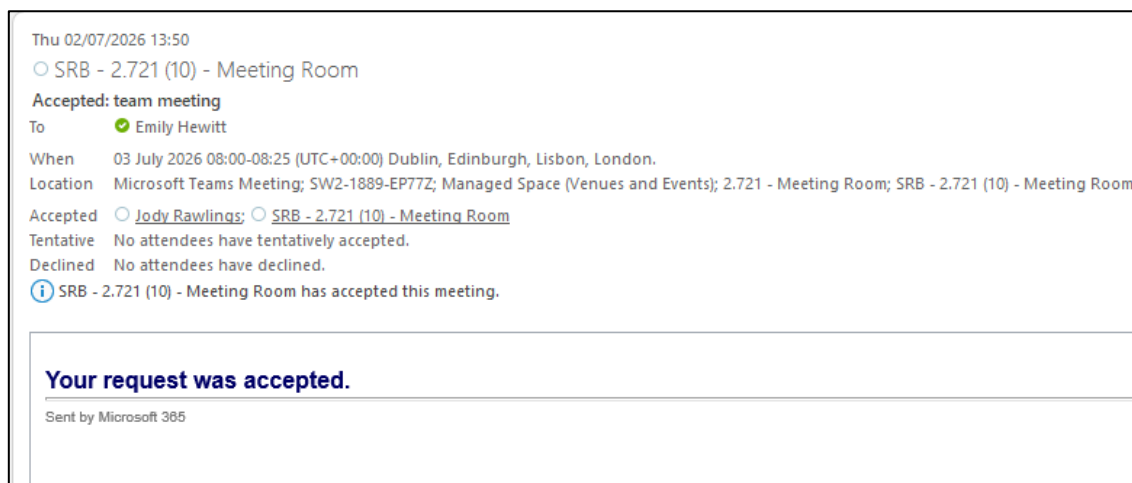
You will receive an email confirming whether your booking requires approval, and you will be notified when the reservation has been approved or rejected. You can also check this by opening the booking details, click on the 3 dots and “Open”.



To signify that a space requires approval, most spaces will be tagged as “managed space” in your Outlook calendar entry.

test booking SW2-1889-AFB7D; G.10; Managed Space

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.



2.7 How to book for someone else (e.g. delegate access)

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

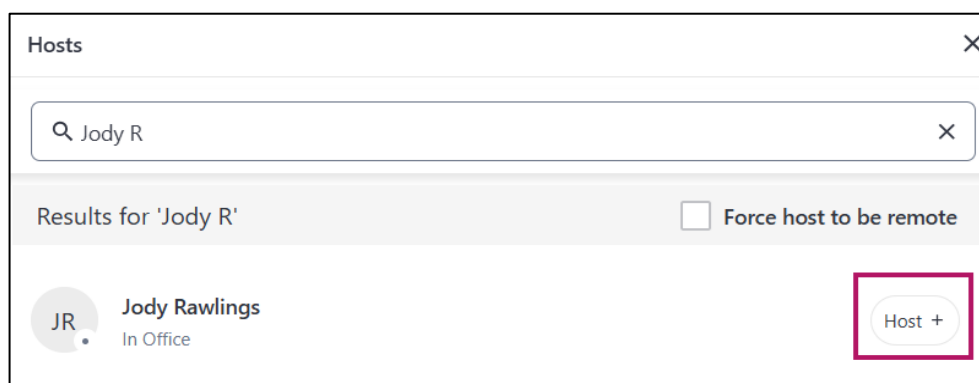
If you need to regularly edit or delete a colleague's bookings, please ensure they have set up as a [delegate](#) within HubStar.

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.

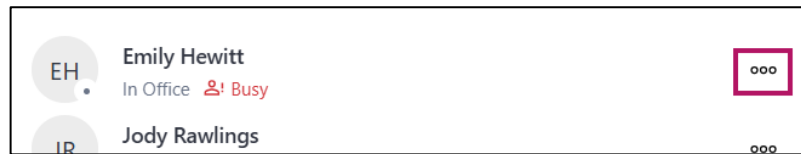
Start the booking as normal and within the Hosts section click "See all".



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.

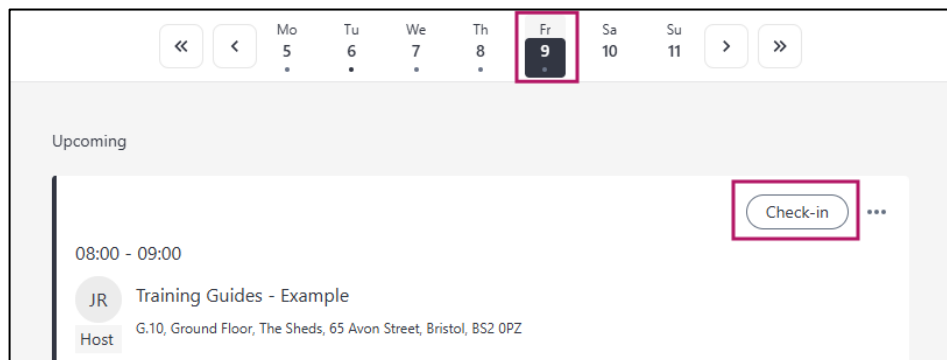
If you need to edit a booking you've created for a colleague and you're set up as their [delegate](#), go to the date of the booking in [Scheduler view](#) and ensure you've selected the right form in the top left box (e.g. Book a room). Enter the host's name in the "Search reservations" box and select the booking from the list to edit it.

2.8 How to check-in to your booking

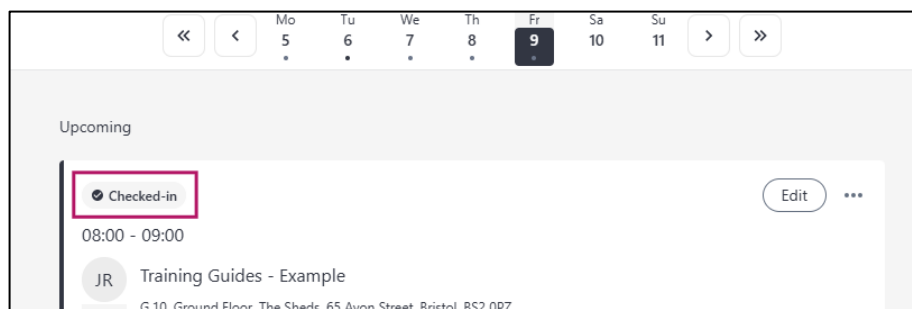
Important note For room bookings, you have **15 minutes** to check-in.
 For desk bookings, you have **one hour** to check in to your reservation.
 If you do not check-in in time, the reservation will be automatically cancelled and released back into the system for another colleague to book.
 Anyone listed as an attendee who has access to HubStar can check-in to a booking.

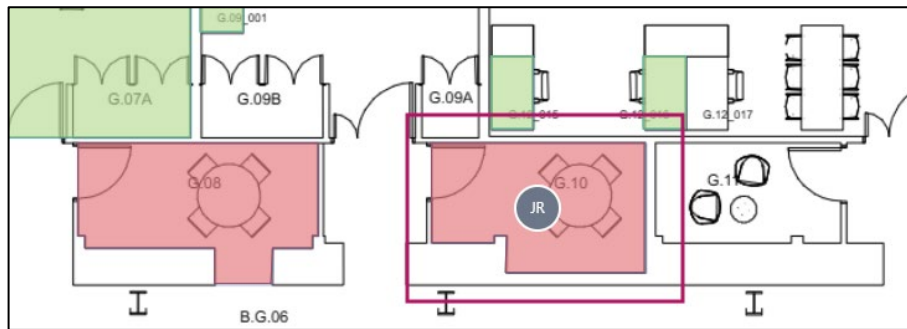
2.8.1 Checking in via the HubStar desktop URL (<https://uob.smartway2book.com/se>)

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.



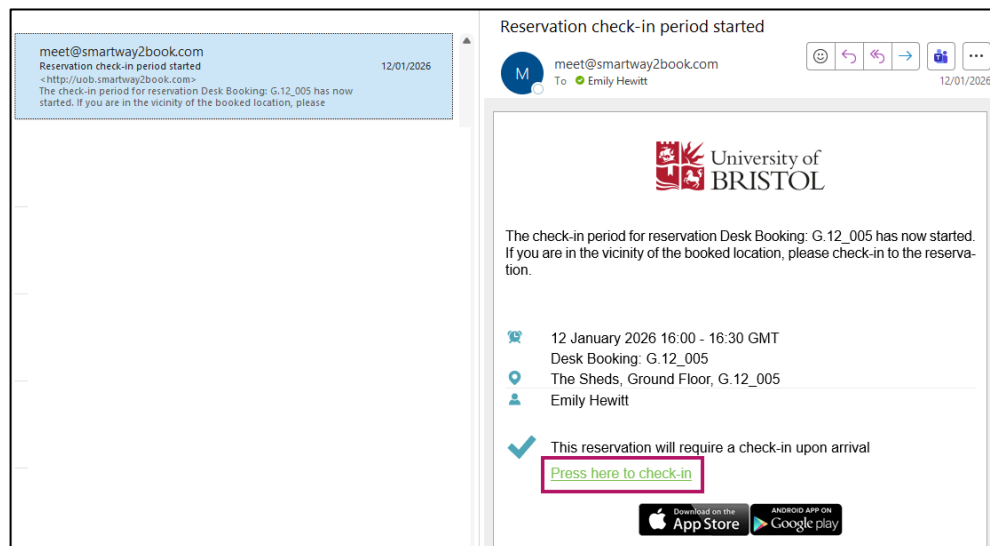
Your reservation status will automatically update to "Checked in", and the desk or room will appear in red on the floorplan view when your booking start time commences.



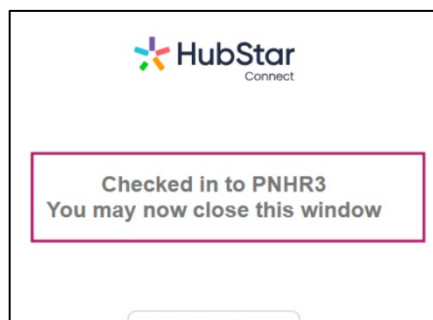


2.8.2 Checking in via Outlook automatic email confirmation

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”.

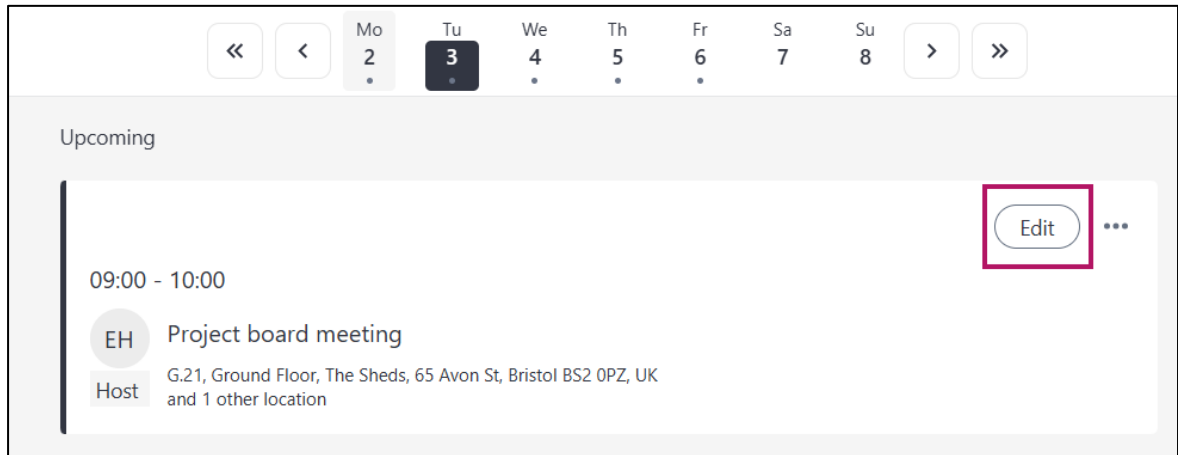


You will be redirected to a HubStar URL confirming that you have been checked in to your reservation. You can then close the window.

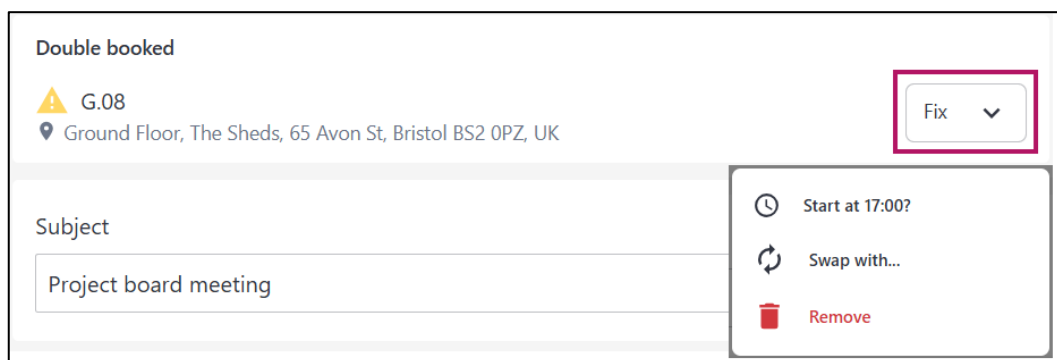


How to edit or delete/ cancel a booking

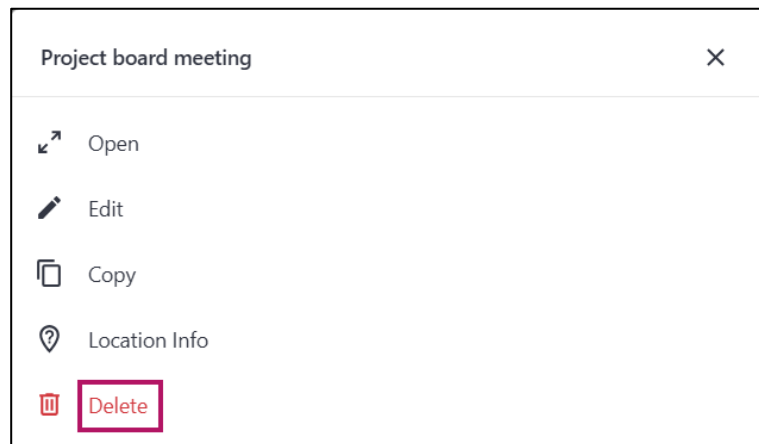
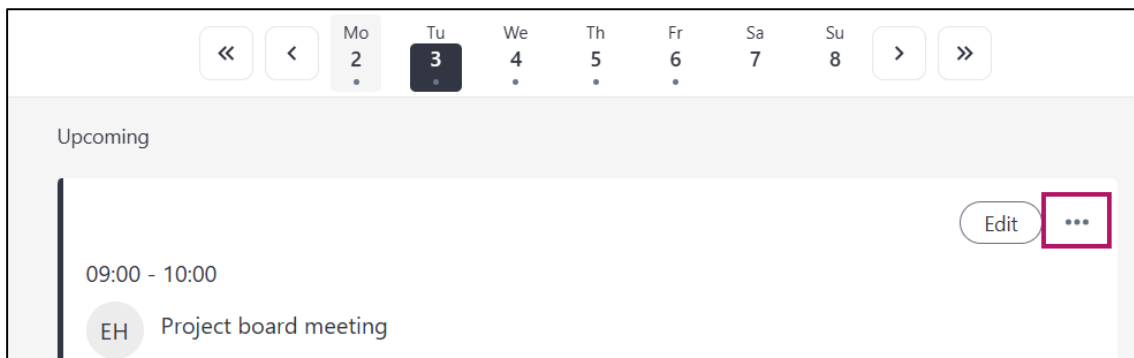
Open the “Agenda” view and navigate to the date of your booking. Select the booking you want to change. Click “Edit” and update the details as needed, then click “Save”.



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.

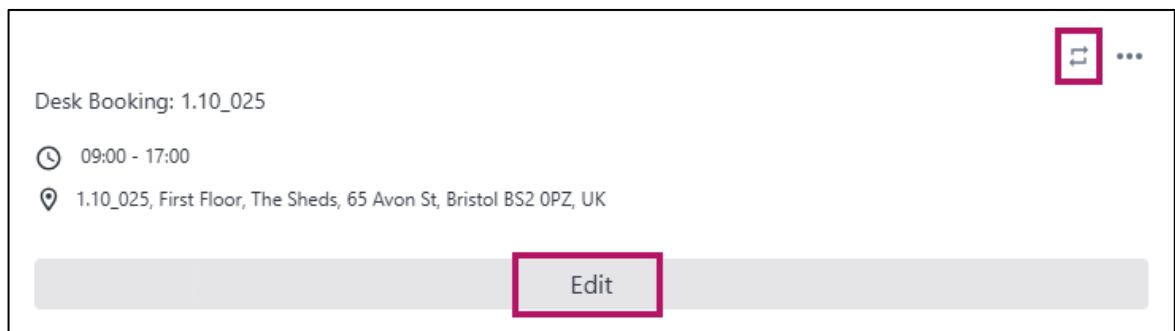


To delete/ cancel a booking, click on the three dots and select “Delete”.

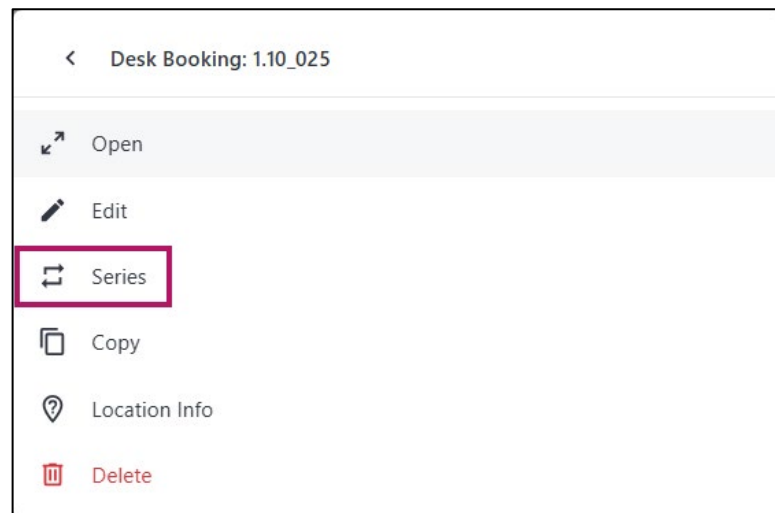


2.9.1 Editing a reoccurring booking

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' header is highlighted with a red box. Below it, 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 with 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 the bottom of the reservation screen. The header shows '< Back', 'Reservation', and 'K5ALH'. The bottom section is titled 'Date & time' and shows '1 location selected'. In the top right corner, there are three buttons: 'Save' (dark grey), a red trash bin icon, and a close icon (X). These three buttons are highlighted with a red box.

2.10 **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.